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# State of New Hampshire

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## Senior Community Service Employment Program (SCSEP) State Coordination Plan July 2008 through June 2012

Submitted by:



**Senior Community Service Employment Program (SCSEP)**

**New Hampshire State Coordination Plan**

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

The Senior Community Service Employment Program (SCSEP) State Coordination Plan is as an opportunity for the state to take a longer term, strategic view of the SCSEP in the state, including SCSEP's role in and relationship with workforce development and other programs within the state that serve older worker populations.

The goal of the State SCSEP is to improve the training and employment opportunities for older workers, especially those who face significant barriers to employment. The primary objective of the SCSEP is to provide gainful, part-time community service training opportunities and unsubsidized employment to persons with low income who are 55 years of age or older. SCSEP is a component of an overall effort funded by the US Department of Labor to increase access to new skills-training for older workers through community service employment opportunities.

USDOL provides the following description of the SCSEP initiative:

*Program Description:* The Senior Community Service Employment Program (SCSEP) is a community service and work based training program for older workers. It was authorized by Congress in Title V of the Older Americans Act of 1965 to provide subsidized, part-time, community service work based training for low-income persons age 55 or older who have poor employment prospects. Through this program, older workers have access to the SCSEP services as well as other employment assistance available through the One-Stop Career Centers of the workforce investment system.

*Goal:* In addition to providing community services and part-time work based training, the program has a goal of placing into unsubsidized jobs the number of participants equal to 30 percent of the authorized positions. Program participants work an average of 20 hours a week,

and are paid the highest of Federal, State or local minimum wage, or the prevailing wage. They are placed in a wide variety of community service activities at non-profit and public facilities, including day-care centers, senior centers, schools and hospitals. It is intended that these community service experiences serve as a bridge to other employment positions that are not supported with Federal funds.

*Available Services:* Services available through the SCSEP program include:

- Community Services - the program provides over 40 million community service hours to public and non-profit agencies, allowing them to enhance and provide needed services
- Participant Services - Individual Employment Plan (IEP) development, orientation, community service placement, training specific to community service assignment, other training as identified in the IEP, supportive services, wages, fringe benefits, annual physicals, assistance in securing unsubsidized employment, and access to local One-Stop Career Centers.

*Eligible Participants:* Program participants must be at least 55 and have a family income of no more than 25% over the Federal poverty level. Enrollment priority is given to persons over age 60, veterans, and qualified spouses of veterans. Preference is given to minority, limited English-speaking, and Indian eligible individuals. Preference is also given to eligible individuals who have the greatest economic need.

*Program Funding:* The SCSEP is currently (2008) funded at approximately \$433,000,000. All funds are allocated by a formula. Twenty-two percent of the funds are allocated among the States, and 78% are provided to eighteen national organizations that compete to provide services. To maximize resources for older workers, SCSEP grantees have established agreements with

other service providers including One-Stop Career Centers, the private sector, adult education and literacy agencies.

*Number of Grantees:* There are currently (2008) 74 grantees. Grant awards are made to 18 national nonprofit organizations (AARP Foundation, Asociacion Nacional Pro Personas Mayors, Easter Seals, Experience Works, Goodwill Industries International, Institute for Indian Development, Mature Services, National Able Network, National Asian Pacific Center on Aging, National Caucus and Center on Black Aged, National Council on the Aging, National Indian Council on Aging, National Urban League, Quality Career Services, Senior Service America, SER-Jobs for Progress National, Vermont Associates for Training & Development) and 56 units of state and territorial governments. In most States, the Governor has selected the State Office on Aging to administer the program. Some states utilize the State Labor Department. States often sub-grant with Area Agencies on Aging or with community based organizations to operate local projects.

*Number of Participants:* Based on the funding level for the PY 2006, more than 60,000 participant slots are funded, but as a result of job placements and other turnover, more than 90,000 people are served nationwide.<sup>1</sup>

There are two SCSEP Grantees in the State of New Hampshire. The State Grantee is the New Hampshire Department of Labor. The program is administered by the Workforce Opportunity Council. In executing its responsibilities as the Administrative Entity for the SCSEP federal funds the Workforce Opportunity Council has designated specific operational and fiscal responsibilities for SCSEP funds to the Community Action Program, Belknap-Merrimack

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<sup>1</sup> Source: USDOL SCSEP Webpage [www.usdol.gov/SCSEP](http://www.usdol.gov/SCSEP)

Counties, Inc. (BMCAP) through a cooperative agreement contract. As the sub-recipient of the grant, Community Action Program Belknap-Merrimack Counties, Inc. is responsible for the management and operation of the state Senior Community Service Employment Program. Program staff includes one Manager and two Employment Specialists. The State project serves 58-64 mature workers annually in three of the ten New Hampshire counties - Belknap, Merrimack, and Strafford Counties. (Details on service areas can be found in the Equitable Distribution Plan imbedded in this document)

The National Grantee program in New Hampshire is National Able Network, with headquarters in Chicago, IL. The main office for the New Hampshire program is located in Manchester, NH. The National Able program is the larger of the two programs with an annual enrollment of 221-227 participants, servicing residents in seven of the ten New Hampshire counties –Coos, Grafton, Sullivan, Hillsborough, Rockingham, Carroll and Cheshire Counties. National Able employs a program Director and several Employment Specialists.

BMCAP and National Able Network work together to ensure consistency of comprehensive services are available to eligible mature workers throughout the State of New Hampshire. While the type of services available through each program varies somewhat (e.g. National Able Network offers group job readiness computer training services, while BMCAP offers these services on an individual basis, and Able offers On-the-Job Experience (OJE), BMCAP does not) the rules and regulations that govern each program are the same.

The development of this SCSEP State Coordination Plan provides an opportunity for the two SCSEP providers operating within the State of New Hampshire to work with other providers of service to the mature worker population to closely examine the unique needs of this

population. The outcome of which is used to inform the development of effective strategies for addressing training and employment related issues that maximize the use of existing resources.

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

As required in Section 503(a)(2) of the 2006 OAA Amendments, the State Plan must describe the state's process for ensuring the involvement and seeking the advice and recommendations of representatives from:

- State Units on Aging and Area Agencies on Aging
- State and Local Boards under the Workforce Investment Act (WIA)
- Public and private nonprofit agencies and organizations providing employment services, including each grantee operating a SCSEP project within the state
- Social service organizations providing services to older individuals
- Affected communities (i.e., grantee service areas)
- Unemployed older individuals
- Community-based organizations serving older individuals
- Business organizations
- Labor organizations

In June of 2008 a focus group, facilitated by BMCAP, was held in Concord NH for the purpose of engaging appropriate organizations and/or individuals in the development of the State SCSEP Coordination Plan. Representatives from 22 older worker service organizations were invited to participate in the process. (See Attachment A – Focus Group Organizations).

Discussion topics included the following: a brief overview of SCSEP services and program operators; the proposed Equitable Distribution Plan for SCSEP in New Hampshire; a discussion on current labor market information; and suggestions/recommendations for improved SCSEP services in New Hampshire. Participants were able to hear in more detail the specific services provided through the SCSEP projects in NH and share their thoughts regarding each of the topics outlined above. The information gathered through this process will help to guide service delivery strategies as appropriate, as well as serve as a framework for future discussions

at mature worker partner organization meetings, which will be held on a quarterly basis throughout the year.

(See Attachment B – Focus Group Issues/Concerns/Recommendations)

### **Section 3: Solicitation and Collection of Public Comments**

In addition to the opportunity for comment provided through the focus group process, a copy of the draft plan was distributed to all the required organizations via email, and the draft plan is posted on the NH Works website ([www.nhworks.org](http://www.nhworks.org)) to allow for universal access and an opportunity for comment from the general public. The Workforce Opportunity Council welcomes all comments and suggestions on the SCESP State Coordination Plan and will continue to collect and review any and all comments for no less than a one-month period of time. All comments received will be shared with BMCAP and National Able to ensure recommendations/comments are reviewed and considered in the ongoing development of continuous improvement plans for SCSEP.

### **Section 4: Basic Distribution of SCSEP Positions within the State**

#### **a. Location of Positions.**

To ensure equitable access to SCSEP services throughout the state, Section 508 of the 2006 Older Americans Act (OAA) Amendments requires the development of an Equitable Distribution (ED) report, to be updated on an annual basis. The “equitable share” of “slots” (i.e., enrollments) for each county within a state is determined by USDOL based on Census Bureau information on the ratio of eligible individuals in each service area to the total eligible population in the state (See Column C in the chart below for the total number of equitable slots assigned for

each county in NH for Program Year 2007). The number of slots/enrollments allocated to each provider is determined by USDOL based on a formula that looks at the total money available on the national level, the percent of funds allocated to States and National programs as defined in OAA regulations and the program cost per participant (based on state and federal minimum wages)

**Equitable Distribution Plan for New Hampshire (Program Year 2007)**

<b>A.</b>	<b>B.</b>	<b>C.</b>	<b>D.</b>	<b>E.</b>	<b>F.</b>	<b>G.</b>
<b>County</b>	<b>Distribution Factor</b>	<b>Equitable Share</b>	<b>State</b>	<b>ABLE</b>	<b>Totals</b>	<b>Difference</b>
Belknap	0.0484	14	14	0	14	0
Carroll	0.0523	15	0	15	15	0
Cheshire	0.0629	18	0	18	18	0
Coos	0.0679	20	0	20	20	0
Grafton	0.0784	23	0	23	23	0
Hillsborough	0.2797	81	0	81	81	0
Merrimack	0.1113	32	32	0	32	0
Rockingham	0.1651	48	18	30	48	0
Strafford	0.0877	26	0	26	26	0
Sullivan	0.0463	14	0	14	14	0
<b>TOTALS:</b>	<b>1.0000</b>	<b>291</b>	<b>64</b>	<b>227</b>	<b>291</b>	<b>0</b>
Modified			<b>58</b>	<b>221</b>	<b>279</b>	

Once an equitable share of slots is determined for each county, the State must then work with each of the SCSEP service providers within the state to determine how many slots each provider will have within a given county; consistent with the total number of slots available to each provider overall. The chart above shows how many slots each provider plans to serve in each county in order to achieve equitable distribution of services throughout the state (i.e., zero difference)

However, over time the shifting of slots from program to program and/or changes in the equitable distribution factors result in over and/or under enrollments in counties that need to be adjusted as participants exit the program. The chart below (Current Equitable Distribution

Report) provides the information needed to assess the location of the eligible population and the current distribution of people being served. The State Plan must identify where slots need to be moved from over-to-under-served areas and outline the procedures to accomplish this task cooperatively without disruption to participants. Both national and the state grantees are expected to move positions from over-served to underserved locations. All grantees operating within a state must consult with the Workforce Opportunity Council (i.e., state agency responsible for preparing the State Plan and the ED Report) before moving slots from one geographic area to another. Final approval must be received from USDOL before moving slots.

**Current Equitable Distribution Report (June 2008)**

A.	B.	C.	D.	E.	F.	G.	H.
County	Equitable Share	Plan State	Plan ABLE	Current State	Current ABLE	Total Current	Difference
Belknap	14	14	0	14	4	18	4 +
Carroll	15	0	15	1	13	14	-1
Cheshire	18	0	18	0	14	14	-4
Coos	20	0	20	5	7	12	-8
Grafton	23	0	23	0	22	22	-1
Hillsborough	81	0	81	10	63	73	-8
Merrimack	32	32	0	22	10	32	0
Rockingham	48	18	30	1	20	21	-27
Strafford	26	0	26	5	5	10	-16
Sullivan	14	0	14	0	12	12	-2
<b>TOTALS:</b>	<b>291</b>	64	<b>227</b>	<b>58</b>	170	228	
Modified		58	221				

The current Equitable Distribution Report identifies a number of areas in need of realignment in order to achieve an equitable distribution of services. To address these issues the State, working with BMCAP and National Able will implement the following strategies.

- To the extent possible, one provider should be operating within a single county to avoid duplication, minimize the risk of over-serving in one area of the state and help to reduce confusion among host agencies and/or participants

- As the larger program, National Able will offer services in seven of the ten counties, and BMCAP will offer services in the remaining three counties.
- Each program will manage enrollments to achieve the agreed upon ED plan over time. It is understood that it could take up to two or more years to realize the planned realignment of slots within each county.
- Current participants will not be terminated to achieve ED goals. However; each provider will enroll all new participants in accordance with the agreed upon ED slot plan effective August 1, 2008, and in accordance with modifications to the ED plan that occur within the four-year SCSEP State Coordination Plan effective period.
- Both providers recognize that special attention needs to be given to enrolling participants in the Seacoast area (i.e., Strafford and Rockingham Counties), which is currently an under-served region within the state. BMCAP and Able will work together to develop recruitment, enrollment and host agency development strategies that will result in increased service in this area of the state.
- National Able will focus on increasing service in Coos County, another area currently underserved.
- In addition, BMCAP will not refill positions in Carroll, Coos, Hillsborough or Strafford Counties once current participants exit the program; and National Able will not refill current openings in Belknap or Merrimack Counties (after 8/30/08).
- BMCAP and National Able staff will continue to refer leads/participants to the service provider with primary responsibility for a given county.
- The State will host a follow-up conference call with SCSEP providers in January 2009 to review current enrollment status in relation to the ED plan, and to ensure planned

strategies for transition to an equitable distribution of services are not having an adverse effect on services in any one area of the state.

A process similar to the one outlined above will be implemented at the beginning of each program year covered under this SCSEP State Coordination Plan to ensure compliance with OOA regulations, and continued progress toward ensuring sufficient access to SCSEP services throughout the state.

**b. Rural and Urban Populations.**

State Plans must provide information about the relative distribution of individuals residing in rural and urban areas within the state, and both rural and urban areas of a state must be served equitably. Six of the ten counties in New Hampshire meet the definition of a rural county – Belknap, Coos, Carroll, Cheshire, Grafton and Sullivan. For SCSEP purposes, rural designation is determined by actual residence using the Rural-Urban Community Area Codes (RUCA)<sup>2</sup> for each city and town in New Hampshire. Participants residing in rural areas within the state are tracked via the SCSEP application process and reported on the SCSEP data management system i.e., quarterly performance report (QPR). Program year 2007 QPR data shows that 94% of the participants served by BMCAP and, 44% of Able participants reside in rural areas throughout the state. In a state where 60% of the counties are rural, this data reflects a healthy balance (57% rural participants) of service to individuals residing in both rural and urban areas. The State will continue to monitor the urban/rural ratio of services over the coming years to ensure this balance is maintained over time.

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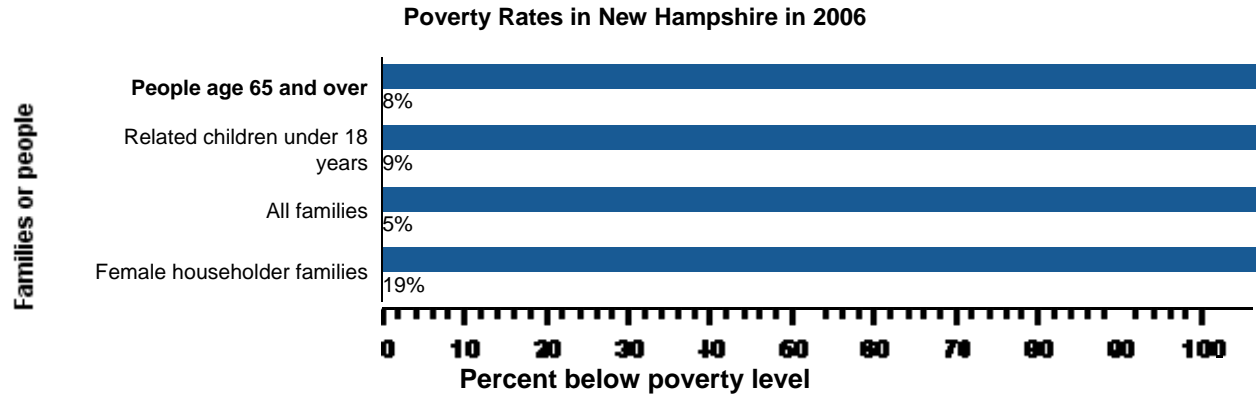
<sup>2</sup> Rural-Urban Commuting Area Codes, are a new Census tract-based classification scheme that utilizes the standard Bureau of Census Urbanized Area and Urban Cluster definitions in combination with work commuting information to characterize all of the nation's Census tracts regarding their rural and urban status and relationships.

**b. Specific Population Groups.**

SCSEP Service Providers are required to recruit and serve individuals who meet the Priority of Service criteria established by USDOL. Priority individuals are those who qualify based on one or more of the following criteria: people aged 65 years or older; or people who have a disability; limited English proficiency or low literacy skills; reside in a rural area; are a veteran; how low employment prospects; have failed to find employment after utilizing services provide under title I of the Workforce Investment Act of 1998; or are homeless or at risk from homelessness. The Older Americans Act defines those with the greatest need as persons who are at or below the Federal Poverty Guidelines as established by the Department of Health and Human Services.

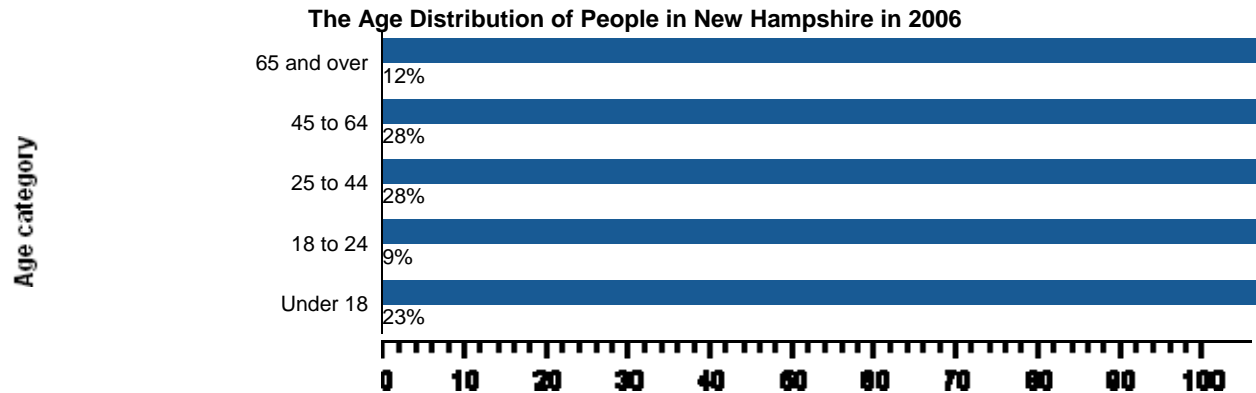
According to the US Census Bureau the median income of households in New Hampshire was \$59,683. Eighty-three percent of the households received earnings and 17 percent received retirement income other than Social Security. Twenty-six percent of the households received Social Security. The average income from Social Security was \$13,974. These income sources are not mutually exclusive; that is, some households received income from more than one source.

In 2006, 8 percent of people were in poverty. Nine percent of related children under 18 were below the poverty level, **compared with 8 percent of people 65 years old and over**. Five percent of all families and 19 percent of families with a female householder and no husband present had incomes below the poverty level.



Source: American Community Survey, 2006

In 2006, New Hampshire had a total population of 1.3 million - 668,000 (51 percent) females and 647,000 (49 percent) males. The median age was 39.3 years. Twenty-three percent of the population was under 18 years and **12 percent was 65 years and older.** <sup>3</sup>



Source: American Community Survey, 2006

New Hampshire's population is predominantly White, not of Hispanic origin. The 2000 Census showed that 95.1 percent of the Granite State's population was White, not of Hispanic origin, compared to 69.1 percent nationally. In 1990 the New Hampshire percentage was 97.3 percent and the American Community Survey for 2003 shows the percentage has lowered to 94.5 percent White, not of Hispanic origin. Slowly the Granite State's population is becoming more

<sup>3</sup> United States, Census Bureau, American Community Survey 2006

diversified, but the incidence of minorities in our population is still very small. The data in the chart below suggests that we are enrolling minorities at a rate consistent with the incident of minorities in the population. Staff will continue to reach out to eligible minorities that could benefit from the program.

Services to Minorities (SCSEP Data for NH PY 2006)

% Minority in Population	SCSEP % Minority	Significant Difference P<.05)	Less than 80%
<b>2.2%</b>	<b>2.2%</b>		
%t Hispanic	%Hispanic	Significant Difference P<.05	Less than 80%
<b>0.3%</b>	<b>1.2%</b>		
% Black	% Black	Significant Difference P<.05	Less than 80%
<b>0.0%</b>	<b>1.2%</b>		
% Asian	% Asian	Significant Difference P<.05	Less than 80%
<b>0.6%</b>	<b>0.0%</b>		
% Native American	% Native American	Significant Difference P<.05	Less than 80%
<b>0.0%</b>	<b>0.0%</b>		
% Pacific Islander	% Pacific Islander	Significant Difference P<.05	Less than 80%
<b>0.00%</b>	<b>0.00%</b>		

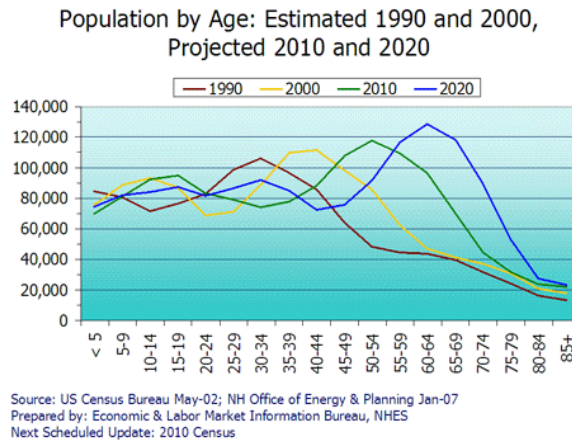
Neither BMCAP or Able have a waiting list for participation in the SCSEP program at this point in time, in the event that a waiting list is created, providers will enroll new participants on a priority of service basis to ensure service to those most in need.

**Section 5: Supporting Employment Opportunities for Participants**

Nationally baby-boomers represent 27.5 percent of the population. Baby-boomers are those people born between 1946 and 1964. New Hampshire, with 32.8 percent, was one of seventeen states that had over 30 percent of its population born between 1946 and 1965. Since 2000 New Hampshire's population has grown the fastest of the New England states from July 1, 2000 to July 1, 2005, based on the latest U.S. Census Bureau American Community

Survey estimates. In fact it is the only state in the region to have grown at a faster rate than the U.S. over that time period, with New Hampshire growing by 5.6 percent while the nation grew by 5.0 percent and New England by 2.1 percent.

Upon the release of the 2005 American Community Survey estimates by the U.S. Census Bureau in the summer of 2006, much was made of the fact that New Hampshire, with a median age of 39.5, ranked sixth highest among the states. Within New England, New Hampshire's median age falls in the middle. New Hampshire's future labor force will be affected by the graying and retiring of the baby boomers. The oldest baby boomers reach age 60 this year.



New Hampshire is projected to add more than 113,000 new jobs by 2014 compared to base employment in 2004. Of these, nearly 94 percent will be in Service-providing industries while only three percent will be in Goods-producing industries. In summary:

- The economy will continue to be dominated by Service-providing industries while the Goods-producing share of output will continue to decline, as will employment in that domain. All growth in employment will be in the Service-providing domain.

- Statewide, losses are also expected in manufacturing with 2,700 fewer jobs by 2014. Nationally, the projected job losses at 776,000 over 2004-2014 are not as severe as the 2.7 million Manufacturing jobs lost during 1994-2004.
- More than one of every five new jobs in New Hampshire is projected to be in the ***Health care and social assistance sector***. This sector is expected to add more than 25,000 jobs by 2014. This will also be the fastest growing sector, projected to increase by 34.0 percent.
- Educational services will contribute job gains of more than 14,000 as this sector grows by 22.7 percent.

National trends identified by the US Census Bureau are as follows:

- By 2014, 83.3 million people are expected to be 55 or older. This demographic trend, along with new life-extending technologies, makes the Health services sector the dominant player in the economy of 2014. Nearly one of every five new jobs by 2014 will be in this sector.
- Software publishing is expected to be the nation's second fastest growing industry, after Home health care services. Internet and other information services are expected to grow at a healthy pace.
- Globalization and international competition will take on a bigger role in the economy and continue to influence employment. In Goods-producing industries, only the Construction sector is expected to show positive growth.

When looking at the fastest growing jobs in New Hampshire, nine out of the top ten fastest growing occupations are related to Health care or Information technology. Among occupations with at least 500 workers in the base year, the fastest growing occupation are Home

health aides, projected to increase employment by 69.3 percent over the ten years. Other fast-growing occupations involved in Health care include Medical assistants, Dental assistants, Dental hygienists, and Rehabilitation counselors. Computers are a necessity in business, as seen in the growth rates for Network systems and data communications analysts and Computer software engineers, applications. A growing need for Personal financial advisors is also expected to be strong.

When viewed by the actual number of jobs created (i.e., most jobs), a different picture emerges. *Retail salespersons*, already the largest single occupation in the state, will continue to add workers with 6,400 more jobs by 2014. Registered nurses will also be a growing occupation, adding 4,200 jobs by the end of the projection period. The occupation adding the third-highest number of jobs, *Business operations specialists, all other*, which includes workers not easily classified under other occupational codes, is projected to add more than 2,400 jobs. Generally, occupations that are projected to add the most jobs have large numbers already employed.

Another way of looking at job growth is to consider the number of average annual openings expected for 2004-2014. Average openings consist of two components: openings due to growth and openings due to replacement needs. Openings from growth are simply the total employment change divided by ten (unless the occupation is declining, in which case the number of openings due to growth will be zero). Openings from replacement are calculated using national assumptions about the frequency at which workers are expected to leave the occupation due to retirement or other reasons. Occupations with the most openings include, in order, Retail salespersons, Cashiers, and Waiters and waitresses.

Determining which occupations are growing and which ones will have the highest demand for more workers has always been a focal point for career counselors and training

program planners. As the economy goes through structural changes, the occupations in the scope of focus also change. The common thread to all occupations, though, is the skills, knowledge and work activities that are necessary to do those jobs. These are the transferable qualities that can be carried from job to job.<sup>4</sup>

The SCSEP project focuses on developing host agency sites that will assist the participant in the development of basic transferable skills to the current labor market. Staff will use labor market information such as the data outlined above, along with “intuitive” data gathered through focus group and/or individual experience, and/or an analysis of jobs posted in the State’s job match system to help guide the development of host agency sites that offer training opportunities in health care, social service, retail, and business operation services to better align skills training with occupations identified as being in-demand in the local labor market area.

## **Section 6: Increasing Participant Placement in Unsubsidized Employment and Employer Outreach**

The overall goal of the SCSEP is to place participants in unsubsidized employment for the purpose of sustained self-sufficiency. This will be achieved through engaging and developing partnerships with employers; identifying employment opportunities with established career ladders; placing individuals in high growth industries and occupations as well as other industries and occupations that provide substantial employment opportunities for participants; and retention activities once participants enter the workforce.

Able staff will work with its network of employers to identify and cultivate appropriate employment opportunities for participants, taking into account the needs of mature job-seekers. Staff will provide the link between the job-ready participant’s interests, goals, abilities , and

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<sup>4</sup> Source: NHES ELMi Bureau

career pathways and the needs and skill requirements of local employers. Unsubsidized placement will be informed by the nature of local industry growth and availability of positions that meet individual criteria in terms of physical requirements, access to transportation, and even social needs. Staff will help clients develop their IEP to prepare them for opportunities in high-growth fields such as healthcare; transportation, warehousing and logistics; hospitality and retail; and various customer-service opportunities. These opportunities will primarily be shaped by the participants IEP objectives and their expressed desires concerning their work environments. Staff will secure opportunities for participants to gain critical skills for in-demand industries through training with community-service providers and other workforce partners. Staff will also promote USDOL's on-the-job –experience initiative to its network of employers to secure opportunities that will provide participants with the skills needed to secure unsubsidized employment.<sup>5</sup>

To develop and maintain close relationships with employers, staff will offer an expansive menu of workforce services to businesses that will include placement services, labor-market information, assistance with tax credits, American for Disabilities Act (ADA) compliance, career-counseling service for their own employees, customized training programs and a commitment to work with all NH Works partners and direct-service providers to link them to available, qualified job candidate. Staff will work with employers, chambers of commerce, municipal leaders, industry professionals, training providers, and labor unions to discuss opportunities and to outline career paths to assist in preparing participants to help meet the workforce challenges of businesses in each region.<sup>6</sup>

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<sup>5</sup> Source: National Able Network, Inc., National SCSEP Program Grant Application

<sup>6</sup> Source: National Able Network, Inc., National SCSEP Program Grant Application

BMCAP will pursue the same strategies identified above, as well as take the lead in linking the SCSEP pipeline of trained workers seeking unsubsidized employment opportunities to NH Works initiatives currently underway, such as but not limited to the following efforts:

- NH Works Employment Service Representatives (ESR) – each of the 13 NH Works offices located throughout the state employs an ESR. The ESR is the business liaison for the local NH Works office, and as such is often the first point of contact with local employers. On the state level, management staff from each of the NH Works partners makes up the IBT – Interagency Business Team, a group charged with coordinating business services among NH Works partner agencies. The IBT is in the process of mapping out services available to employers and the development of an employer “tool box” that ESR staff can share on visits with employers to educate the employer on the multitude of services available to help them recruit and retain qualified candidates for employment. SCSEP providers should work with the ESRs and the IBT to ensure that the employment needs of mature workers are well represented to the business community.
- Job Fairs – The IBT is taking the lead role in coordinating partner participation in Job Fairs, as well as ensuring that all partners are aware of the various job fairs taking place throughout the state. The goal is to have all Job Fairs posted on the NH Employment Security/NH Works website. SCSEP staff are active participants at job fairs held throughout the state and encourage SCSEP participants to attend these job fairs as appropriate.
- The Workforce Opportunity Council is the overarching convener of partners for the development of career ladders/lattices, sector/cluster development and regional innovation initiatives within NH, and as such will ensure that SCSEP participants are identified in

planning documents as a resource for qualified workers, and that SCSEP staff is kept informed of progress and/or opportunities resulting from these initiatives.

In addition to the training provided as part of a community service employment assignment SCSEP providers will offer lectures, seminars, classroom instruction, individual instruction, private sector on-the-job experiences, work experience or other training opportunities as appropriate to the staffing and funding available to each service provider.

Also, in addition to implementing the specific strategies outlined above, the state grantee will actively monitor planned versus actual entered employment goals to ensure the State is meeting its negotiated goal.

#### **Section 7: Community Service Needs**

NH is a small state with very limited state funding to support non-profit agencies and the like. Community service needs are fairly consistent throughout the state; therefore SCSEP funding and equitable distribution plans typically drive the process for determining where to focus limited resources. That said the Community Action Programs are perfectly positioned to help identify the localities and populations for which community service projects like SCSEP are most needed. BMCAP will work with United Way, Area 2-1-1 coordinators, and other local organizations and agencies, to conduct an informal community needs assessment on an annual basis. The results of this assessment will be compared to current host agency positions to ensure that community service assignments represent a balance of services in areas identified as having the greatest need and for populations most-in-need.

## **Section 8: Coordination with Other Programs, Initiatives and Entities**

Strong coordination among organizations and agencies that focus on service to mature workers is a strength of the New Hampshire system, and one that is directly tied to the benefit of the Community Action Agency as a sub-grantee for SCSEP. Community Action agencies operate a number of programs targeted to the mature population and program managers work hand-in-hand with the SCSEP staff to ensure eligible participants are aware of and have direct access to the services and programs they need to support their personal and employment related needs. Additionally, the BMCAP and Able staff have developed a close working relationship that fosters a cooperative approach to developing host agency and employment opportunities for SCSEP participants throughout the State.

New Hampshire's One-Stop system, known as NH Works is managed by the NH Works One-Stop Operator Consortium (NH Works Consortium). This committee serves as the One-Stop Operator as defined by Workforce Investment Act (WIA) law. The purpose of the committee is to establish the vision and goals for the one-stop delivery system, and to oversee the implementation of these goals on the local one-stop center level. The Consortium is also charged with designing and implementing continuous improvement tools and processes for the one-stop delivery system. The committee is chaired by the Board Chairman/ President of the Workforce Opportunity Council. Membership is comprised from the following entities: Employment Security, Department of Education, Community Technical College, Department of Labor, Department of Resources and Economic Development, Department of Health and Human Services and the Community Action Program. The collaborative management structure of the NH Works system promotes ongoing communication among partner agencies, which leads to a high level of interagency referrals and/or the integration of services.

## NH Works Consortium Partner Programs

Operating Agency	Program		
NH Department of Education	<ul style="list-style-type: none"> <li>• WIA Youth Services (contract for services through the Council)</li> <li>• Vocational Rehabilitation</li> <li>• Adult Basic Education</li> <li>• Perkins Funding</li> </ul>		
NH Department of Resources and Economic Development	<ul style="list-style-type: none"> <li>• Rapid Response Retention Services (contract for services through the Council)</li> <li>• Business Resource Center for Economic Development</li> <li>• Job Training Program (Incumbent worker training funds management)</li> </ul>		
NH Employment Security	<table border="0"> <tr> <td> <ul style="list-style-type: none"> <li>• Wagner-Peysner</li> <li>• Migrant and seasonal farm workers</li> <li>• Unemployment Insurance</li> <li>• Performance Accountability and Customer Information Agency (PACIA) Unit (contract for services through the Council)</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• Foreign Labor Certification</li> <li>• WOTC/WTW Tax Credits</li> <li>• Labor Market Information Services</li> <li>• Trade Assistance Program</li> <li>• Veterans' Program</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• Wagner-Peysner</li> <li>• Migrant and seasonal farm workers</li> <li>• Unemployment Insurance</li> <li>• Performance Accountability and Customer Information Agency (PACIA) Unit (contract for services through the Council)</li> </ul>	<ul style="list-style-type: none"> <li>• Foreign Labor Certification</li> <li>• WOTC/WTW Tax Credits</li> <li>• Labor Market Information Services</li> <li>• Trade Assistance Program</li> <li>• Veterans' Program</li> </ul>
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NH Health & Human Services	<table border="0"> <tr> <td> <ul style="list-style-type: none"> <li>• TANF/Food Stamps/Medicare/Medicaid</li> <li>• Children and Youth Services</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• Service Link/Agency on Aging</li> <li>• Juvenile Justice</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• TANF/Food Stamps/Medicare/Medicaid</li> <li>• Children and Youth Services</li> </ul>	<ul style="list-style-type: none"> <li>• Service Link/Agency on Aging</li> <li>• Juvenile Justice</li> </ul>
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NH Community Technical College System	<ul style="list-style-type: none"> <li>• Post secondary education - eligible training provider for WIA</li> <li>• Carl Perkins funds</li> </ul>		
NH Department of Labor	<ul style="list-style-type: none"> <li>• Grant recipient for SCSEP</li> <li>• Apprenticeship programs</li> <li>• Labor laws/enforcement</li> </ul>		
Workforce Opportunity Council, Inc.	<ul style="list-style-type: none"> <li>• Administrative entity for WIA Adult, Dislocated Worker &amp; Youth funds in NH</li> <li>• Sponsor of the NH Job Corps initiative</li> <li>• Workforce board staff charged with leading the State's strategic planning for workforce issues and system policy making guidance.</li> <li>• Contracts with Community Action Association to serve as primary contractor for WIA adult and dislocated worker funds, including National Emergency Grants.</li> <li>• Administrative entity for State SCSEP program – contract with BMCAP</li> <li>• Disability Navigators Program</li> <li>• Regional Innovation Grant and Sector Development Project</li> </ul>		
Community Action Programs	<ul style="list-style-type: none"> <li>• State SCSEP Service Delivery (BMCAP contractor)</li> <li>• WIA Service Delivery (contractor)</li> <li>• Senior Companion/RSVP/Elderly Housing/Elderly Transportation</li> <li>• Head Start/Weatherization and other community project programs</li> <li>• DHHS TANF Work Program (contractor)</li> </ul>		

Specific SCSEP overall goals and strategies relating to coordination of activities with the state's one-stop system activities include the following:

- The Workforce Opportunity Council (State Workforce Investment Board) is the administrative entity for the State SCSEP project, and as such ensures that all SCSEP activities are directly connected to the workforce system as a whole.
- SCSEP services providers (BMCAP and Able) work closely with each of the local NH Works Centers. In many cases SCSEP staff use NH Works office space to recruit for SCSEP participants, and use the State's Job Match system to post host agency jobs.
- SCSEP service provider staff attends the local NH Works Center local team meetings, which meet on a quarterly basis to share program information, referral updates and other topics specific to day-to-day relationship building on the local level.
- A representative from the SCSEP is a member of the NH Works interagency professional development group known as the PDT (Professional Development Team.) This team is responsible for identifying training needs for one-stop system partners.
- SCSEP participates in the annual NH Works Partners staff conference, often presenting workshops to NH Works staff on best practices for working with mature workers.

In the coming years, SCSEP staff will continue to develop and/or strengthen partnerships within the NH Works system to achieve greater success in the following areas:

- Occupational Training - promote more dual enrollments with WIA and other system partners, such as Vocational Rehabilitation to ensure SCSEP participants have access to occupational training that may be needed to supplement the training received through work experience placements.
- Job Placement Assistance - strengthen the communication and integration of services between SCSEP staff and NH Works Center business representative staff in an effort to

better market older workers to the business community, and enhance access to job placement opportunities.

- Older Worker Week Promotion - more fully engage the local NH Works Centers in the promotion and celebration of Mature Worker week. The goal is to have each NH Works office participate in Mature Worker Week promotional activities by hanging posters, offering workshops on mature worker topics and other such activities that highlight the important contributions of mature workers.
- Collaboration with other public and private entities and programs that provide services to older Americans, such as community-based organizations, transportation programs, and programs for those with special needs or disabilities - establish quarterly meetings with providers who work on a daily basis to resolve issues related to services for mature workers. Meetings will focus on sharing cross-agency information and the development of new strategies for maximizing/braiding existing resources, as well as identifying new resources that may be/become available.

### **Section 9: Avoidance of Disruptions in Service**

As stated in Section 4 (Basic Distribution of SCSEP Positions within the State) of this plan, when there are new Census data indicating that there has been a shift in the location of the eligible population or when there is over-enrollment for any other reason, positions must be shifted in a gradual manner (to achieve equitable distribution goals) and unsubsidized employment encouraged to make positions available for eligible individuals in the areas where there has been an increase in the eligible population. However, at no time will a service provider terminate a participant from the program based solely on a need to shift positions for the purpose

of achieving equitable distribution. The goal shall be to achieve equitable distribution through targeted recruitment and job placement activities that redirect new enrollments in underserved areas, resulting in minimal disruption to services to current participants.

Furthermore, BMCAP and Able will not transfer positions from one geographic area to another without first notifying the Workforce Opportunity Council, who will submit in writing, any proposed changes in distribution that occur after submission of the Equitable Distribution Report to the Federal Project Officer for approval. NH SCSEP grantees will coordinate any proposed changes in position distribution with each other and agree on changes through a consensus process prior to submitting the proposed changes to the Workforce Opportunity Council to forward on to the regional Federal Project Officer for initial review and approval. All participant transfers must receive final approval from the USDOL SCSEP Grant Officer.

#### **Section 10: Improvement of SCSEP Services**

Among the long-term strategies for improving SCSEP services in New Hampshire are two key changes to the Able program service delivery model. As the largest program within the State, Able is taking the lead in offering job readiness/computer awareness training, as well as On-the-Job Experience (OJE) opportunities with private employers. Below is a brief description of each of these new program design strategies. Once fully implemented, we anticipate these new service delivery models will greatly improve a SCSEP participant's ability to transition from the SCSEP to unsubsidized employment.

- Able will complete development and delivery of a new modular *Job Readiness Training* program for SCSEP participants enrolled in the Able project. The overall purpose of the project is to develop, implement, deliver, and track a professionally developed training

program specifically designed to meet the employment preparation needs of participants, with special emphasis given to delivering the training to those in rural areas. Training classes will be conducted in Able SCSEP offices, as well as remote community-based locations such as libraries and community colleges to increase the availability of, and access to, participant-training opportunities. Each region will use a set of laptops to allow SCSEP trainers to conduct training classes for participants in multiple, remote locations.<sup>7</sup>

- Able will utilize On-the-Job Experience (OJE), as described in Older Worker Bulletin #04-04, to broaden the employment training experience available to participants.

Appropriately selected OJE opportunities will also increase awareness among employers of the benefits of hiring mature workers. The reimbursement features of OJE will be used along the same lines as on-the-job training in other USDOL-funded programs – to compensate employers for the costs of developing participant’s work-related skills.<sup>8</sup>

As detailed throughout this plan, improvement of SCSEP services will also be realized through the continued commitment to establish and formalize partnerships among the myriad of agencies and organizations that provide services to mature workers. SCSEP providers recognize that socialization and supportive services are important to the success of a SCSEP participant in seeking, obtaining and maintaining employment. To this end, quarterly meetings with key personnel from the agencies and organizations who provide such supports will be scheduled in September, December, March and June of each program year. The focus of these meetings will

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<sup>7</sup> National Able Network SCSEP Grant Application 2008

<sup>8</sup> National Able Network SCSEP Grant Application 2008

be to share best practices statewide, integrate resources to the extent possible and reduce duplication of efforts where they exist.

Developing strong relationships with private employers is a challenge for the workforce system as a whole, which can become that much more difficult when developing employment opportunities for an older population confronted with the additional barrier of age discrimination and/or stereotyping by employers. Fortunately, through the efforts of the US Department of Labor, Employment & Training Administration, Older Worker Program and other organizations such as AARP, there is a wealth of information available to SCSEP staff and others to help educate employers on the issues specific to an aging workforce, and how to break through artificial barriers to employment. Of particular interest is Workforce Assessment Tool recently developed by AARP - “to help human resource (HR) professionals better understand how their organization stacks up against future staffing demands, AARP developed a free online tool that assesses a company’s workforce. Called the Workforce Assessment Tool, it maps current employment practices, identifies areas of improvement, offers suggestions for creating an age-friendly workplace and highlights workplace strengths that can be used to enhance an employer’s brand for recruitment and retention. HR can now transform broad, demographic information into realistic action steps to recruit and retain talent their company needs to successfully compete in the 21<sup>st</sup> century”.<sup>9</sup>

It is envisioned that SCSEP staff will use the data/information currently available and/or gathered from the use of tools such as the Workforce Assessment Tool, to create new strategies for engaging the business community in the placement of older workers in the workforce.

Consistent with plan guidelines that encourage recommendations to the Department on improvement to SCSEP services, New Hampshire would recommend that future SCSEP

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<sup>9</sup> Source: NH AARP Workforce Assessment Tool brochure

law/regulations adopt the Workforce Investment Act eligibility criteria, and allow for current need versus past economic status to stand as the litmus test for at least 50% of SCSEP enrollments.

**Section 11: Attachments**

Attachment A: Focus Group Organizations

Attachment B: Focus Group Feedback

Attachment C: Letters of attestation of participation in development of the State Plan

Attachment D: Public Comments

**Focus Group for the SCSEP State Plan**

Organization	Name	Position	Address	Telephone	Email	Contacted	Confirmed
Home Care Assn of NH	Susan Young		8 Green Street Concord, NH 03301	225-5597	<a href="mailto:syoung@homecarenh.org">syoung@homecarenh.org</a>	x	1
Community Action Program, Belknap-Merrimack Counties, Inc	Pam Jollivette	Director of Elder Services	PO Box 1016 2 Industrial Park Drive Concord, NH 03302-1016	225-3295	<a href="mailto:pjollivette@bm-cap.org">pjollivette@bm-cap.org</a>	x	1
Grafton County Senior Citizens Council	Roberta Berner	Executive Director	P.O. Box 433 Lebanon, NH 03766	448-4897	<a href="mailto:rberner@gcsc.org">rberner@gcsc.org</a>	x	1
Service Link Resource Center	Wendy Aultman	Program Manager	Service Link Resource Center State of NH Concord,	271-4640	<a href="mailto:Waultman@dhhs.state.nh.us">Waultman@dhhs.state.nh.us</a>	no -has a conflict on that day w/ Listening Sessions	0
Merrimack County Service Link	Carolyn McGuire	Program Manager	Link P.O. Box 1016 2 Industrial Park Drive Concord, NH 03302-1016	228-6625	<a href="mailto:Cmaguire@mcservicelink.org">Cmaguire@mcservicelink.org</a>	yes - may be late	1
AARP	Kelly Clark	President	300 Elm Street Sutie 702 Manchester, NH 03101	621-1001	<a href="mailto:kclark@aarp.org">kclark@aarp.org</a>	LM w/Kelly todiscuss the best person to join us- will send Vivian Green or Sharon Stephen	1
	Jamie Bulen	Associate State Director - Communications		621-1003	<a href="mailto:jbullen@aarp.org">jbullen@aarp.org</a>		
DHHS - Bureau of Elderly & Adult Services	Kathleen Otte	Bureau Chief	Bureau of Elderly & Adult Services 129 Pleasant Street Concord, NH 0330-3857	271-4680	<a href="mailto:Kathleen.F.Otte@dhhs.state.nh.us">Kathleen.F.Otte@dhhs.state.nh.us</a>	conflict w/ Listening Sessions	0
State Committee on Aging	Jo Moncher	Bureau Chief Community Relations		271-4402		x	
Corporation for National Service - Senior Corps	Shireen Tilley	State Program Director	J.C Cleveland Federal Building 55 Pleasant Street Room 1501 Concord, NH 03301	226-7780	<a href="mailto:stilly@cns.gov">stilly@cns.gov</a>	she will contact the RSVP folks to see if they can atend (9)	
Granite State Independent Living	Peter Darling	Workforce Development	21 Chennel Drive Concord, NH 03301	224-1130 x310		vacation	0
Rockingham Nutrition & Meals on Wheels Program, Inc.	Debra Perou	Director	106 North Road Brentwood, NH 03833	679-2201	<a href="mailto:dperou@nmow.org">dperou@nmow.org</a>	X	1
National Able Network	Linda Kangur	Acting Statewide Director	Elm Street Manchester, NH	623-5627	<a href="mailto:lkangur@nationalable.org">lkangur@nationalable.org</a>	x	1
Community Action Program, Belknap-Merrimack Counties, Inc	Lisa Hazeltine	Workforce Development Director	PO Box 1016 2 Industrial Park Drive Concord, NH 03302-1016	225-3295	<a href="mailto:lhazeltine@bm-cap.org">lhazeltine@bm-cap.org</a>	x	1
Sullivan County Nutrition	Brenda Burns	Executive Director	P.O. Box 387 Newport, NH 03773	863-5139	<a href="mailto:bburnsfinacctg@hotmail.com">bburnsfinacctg@hotmail.com</a>	left another message 6/12	

Gibson Center for Senior Services	Francine Lampidis	Nutrition Director	14 Grove Street P.O. Box 655 North Conway, NH 03860	356-3231	<a href="mailto:fran@gibsoncenter.org">fran@gibsoncenter.org</a>	on vacation that week	0
Home Health Care, Hospice and Community Services	Susan Ashworth	Director of Community Relations	P.O. Box 564 Keene, NH 03431	352-2253	<a href="mailto:sahworth@hcsservices.org">sahworth@hcsservices.org</a>	will not be able to attend	0
Tri-County Community Action	Patti Stolte	Director, North Country Elder Programs	31 Pleasant Street Berlin, NH 03570	752-3010	<a href="mailto:pstolte@tccap.org">pstolte@tccap.org</a>	will not be able to attend	0
Osipee Concerned Citizens	Donna Sargent	Executive Director	3 Dore Street P.O. Box 426 Center Ossipee, NH 03814	539-6851	<a href="mailto:occanhlp@verizon.net">occanhlp@verizon.net</a>	x	1
St. Joseph Community Services	Meghan Brady	Executive Director	P.O. Box 910 Merrimack, NH 03054	424-9967	<a href="mailto:mbrady@sjcsinc.org">mbrady@sjcsinc.org</a>	has her agency annual meeting and cannot make it	0
Somersworth Housing	Emily Sylvain	Assitant Director of Social Services	9 Bartlett Avenue P,O Box 31 Somersworth, NH 03878	692-4214 x312	<a href="mailto:esylvain@somerswothhousing.org">esylvain@somerswothhousing.org</a>	conflict cannot attend	0
Lutheran Social Services	Marlene French	Senior Program Manager	261 Sheep Davis Road Concord, NH 03301	224-3010	<a href="mailto:mfrench@lssne.org">mfrench@lssne.org</a>	only work with homebound / chronically ill more appropriate with SCP	0
Goodwill Industries Employment Services	Gail Sederquist	Executive Accounts for NH	4 Orchard View Drive Apple Tree Mall Londonderry, NH 03053	432-4295 Cell: 606-7944	<a href="mailto:gsederquest@ginne.org">gsederquest@ginne.org</a>	Both will attend the meeting	2
	Robin Porter	Employment Services Supervisor		432-4295	<a href="mailto:rporter@ginne.org">rporter@ginne.org</a>		
Easter Seals	Arlene Kershaw	Senior Services Director	555 Auburn Street Manchester, Nh 03103	623-8863	<a href="mailto:akershaw@eastersealsnh.org">akershaw@eastersealsnh.org</a>	will not be able to attend	0

## SCSEP State Coordination Plan Meeting – Group Discussion Outline

- Hand out the SCSEP quiz and give participants five minutes to complete – do not collect them just let folks know that you wanted them to spend a few minutes thinking about what they already know/or don't know about the program – start the discussion by providing the answers to the quiz questions through the presentation of information in the next bullet – preferably Linda from ABLE will assist in the presentation of information.
- Explain the SCSEP program; who is eligible, what services are provided and how SCSEP is organized in NH i.e., NH providers -BMCAP and ABLE (make sure you provide contact information for each provider) and the two primary goals of the program – community service and unsubsidized employment. Once the group is comfortable with the basics about SCSEP move on to the planning process.
- What is the purpose of the SCSEP State Coordination Plan? (explanation is in the intro to the planning guide)  
*[DOL considers the State Plan as an opportunity for the state to take a longer term, strategic view of the SCSEP in the state, including SCSEP's role in workforce development, given projected changes in the demographics, economy and labor market in the state. In developing the State Plan, the Governor or his/her designee should address the role of SCSEP relative to other workforce programs and initiatives as well as other programs serving older workers, and should articulate how all the grantees operating in the state examine and as appropriate, plan longer-term changes to the design of the program within the state so as to better achieve the goals of the program.]*
- Who needs to be involved in the planning process? Be sure to explain that all stakeholders will need to provide a written letter of support that specifically states that they were involved in the planning process. (provide the group with the complete list as a handout)

*[As required in Section 503(a)(2) of the 2006 OAA Amendments, the State Plan must describe the state's process for ensuring the involvement and seeking the advice and recommendations of representatives from:*

- *State Units on Aging and Area Agencies on Aging*
- *State and Local Boards under the Workforce Investment Act (WIA)*
- *Public and private nonprofit agencies and organizations providing employment services, including each grantee operating a SCSEP project within the state except national grantees serving older American Indians or Pacific Island Asian Americans (although they are encouraged to participate) as provided at OAA sec. 503(a)(8))*
- *Social service organizations providing services to older individuals*
- *Grantees under title III of the OAA. (Information on State Units on Aging can be accessed at <http://www.nasua.org/SUAMembers.cfm#tx>)*
- *Affected communities (i.e., grantee service areas)*
- *Unemployed older individuals*
- *Community-based organizations serving older individuals*
- *Business organizations*
- *Labor organizations*

*In support of the mandates of the statute relating to the involvement of specific organizations and individuals, the Department requires grantees to include an appendix containing letters from all required parties attesting to their participation in the development of the plan.]*

- Explain the three major components for developing the plan and that you would like their input to help inform the development of the plan.
  1. Review of the Equitable Distribution plan
    - Explain what it is and go over the PY07 slot distribution plan and how BMCAP and ABLE will work to achieve ED over the next couple of years.
    - Be sure to emphasize the importance of not over or under serving in any one area of the state. and reinforce where you need help in recruiting to fill existing slots (more ABLE right now)
    - Ask the group for comments on the ED distribution plan and record comments on a flip chart (may need to ask leading questions to get the group thinking such as what are there thoughts on the number of slots in each area, if they could change how the ED plan is developed what would they do differently, etc.)
  2. Discuss the Labor Market Information for NH (provide info on fastest growing and most openings for the state – and which of these jobs might be most suitable for more workers in general.
    - Ask the group to brainstorm other employment opportunities that they think might exist for mature workers based on what they know about their local economy – record all comments on a flip chart.
    - Once the group has identified employment opportunities, ask them to identify what specific skills they believe mature workers will need to get these jobs. Record answers on a flip chart – best to list skills beside specific jobs if possible.
    - Based on the Labor Market Information and input on employment opportunities from the group discuss whether or not there are any nature career ladder opportunities that the SCSEP program should consider for mature workers and the selection of host agencies to provide the training needed.
  3. Improved SCSEP Services – [*The plan must describe the state’s long-term strategy to improve SCSEP services, including planned future changes to the design of the program within the state, and planned changes in the utilization of SCSEP grantees and program operators – e.g., increased frequency of formal collaboration activities among all SCSEP grantees within the state, development of more stringent criteria for selection of sub-recipients, and opportunities to share best practices statewide*]
    - Ask the group for input on how to improve services – program design and better coordination of services, information, etc. – record all comments on a flip chart.

Thank the group and make sure they know how to reach either you or Linda if they have any questions.

## **Equitable Distribution Plan**

What year census data used to make determination?

What pieces of census data is being used?

Where is the job competition – youth vs. older worker?

Good idea to split up the counties so only one provider is working in one county.

ABLE / CAP need to work out a plan on how they will work in Rockingham together.

Lots of older folks in the Rockingham area – housing developments.

Keep in mind the overlay of other support systems – Foster Grandparents and Senior Companions

Is COOS county underserved? Surprise that there are not more slots available in the north county with the high number of layoffs.

## **Labor Market Info**

What skills are needed / necessary to be competitive in the current labor market?

- ▶ interview
- ▶ computer
- ▶ Customer service

Increasing need for bus drivers (need CDL) for many service organizations: adult daycare, bus routes, senior housing.

Need for individuals to provide personal care – unlicensed positions PCSP (Personal Care Services Provider – self directed) and PCA (Personal Care Assistant – directed through Developmental Disabilities organizations). These positions require training (provided) with several health and safety issues including emerging technology and infection control. Older individuals do well with this type of work due to their compassion.

- ▶ Community Bridges, Granite State Independent Living, Visiting Nurses Associations, and home health agencies hire through their organizations – this would not be self employment.
- ▶ These positions may be available training to permanent part/full time employment
- ▶ Require reliable transportation, desirable attitude, ability to follow instructions.

Licensed Nursing Assistants (LNA) are in demand. Lifting may be of concern.

Courier jobs at banks, hospitals, car dealerships (picking up cars other states as well as customer pick up/drop off, parts pickup / delivery as well as stores that may deliver prescriptions.

- ▶ older driver issues do they have a license, vehicle or health concerns?

Schools and State employees are retiring and there will be a big need to fill the gaps

Employers are looking at ways to keep older workers through contracts and / or mentoring new employees

Good to know the overall LMI and fastest growing / most jobs / most openings - where are the actual job openings?

AARP Assessment Tool was talked about and also that there will be a Webinar available soon.

Job Readiness Assessment

***Concerns:***

Hiring older workers equals higher worker's comp costs.

Transportation to get the folks to the areas where the jobs are

Women divorced as older adults need support and may not have any job experience.

Reliability of car, care of independents-possibly have taken on the responsibility for grandchildren, can they support themselves?

Skills needed to be competitive: interview, computer and skills / Physical Assessments

## **Improved SCSEP Services**

Program is too focused on employment. What about the socialization and support needs of the older person?

- ▶ Older adult issues are bigger than just SCSEP / employment.

Allow percentage of participants to stay on program even if they are not prepared to take an unsubsidized job.

Increase the income guidelines to more than 125%.

Medical expenses (out of pocket) should be reviewed and deducted from the income for eligibility.

25% disregard for Social Security should be reviewed and increased.

Benefits of program are unattractive – minimum wage, no vacation / health benefits.

- ▶ health benefits and costs are of great concern to older people

Cost of living is higher in NH than other places in US – need to take this into consideration.

Develop stronger relationships w/business partners so employment needs will be met and the employee gaps are lessened

Need to have a physical presence in all counties/communities and consistency in that presence.

- ▶ Logical to have SCSEP staff in each employment office.
- ▶ Surprise that the program must pay if more than 4 hours per week – this is a service to unemployed individuals. Any funds to pay for this?

▶ Look @ Service Link offices/other offices where they could have desk space 1x week or more if needed.

Need to be a National Advocate for SCSEP and the older person. Not only for employment but for health care and housing.

Tap into Elder Bureau newsletters

Find out where older people congregate to help with recruitment.

Go to any regional meetings-information stream needs to be direct

Overlay of other support systems-Foster grandparents/Senior companions

Have younger and older workers work in tandem. Learning experience for both.

We should track all individuals that leave the program even if not for employment. There may be needs or supports that will not be known if they are not connected.

HR Conference – older worker topic should be on the agenda (When is it?)

When changes in the program happen – meet with both host agencies and participants.



10 Campbell Street  
P.O. Box 433  
Lebanon, NH  
03766-0433

Phone: 603-448-4897  
Fax: 603-448-3906  
Web site: www.gcsc.org

### Programs

Newfound Area Senior Services  
(Bristol 744-8395)

Horse Meadow Senior Center  
(N. Haverhill 787-2539)

Linwood Area Senior Services  
(Lincoln 745-4705)

Littleton Area Senior Center  
(Littleton 444-6050)

Mascoma Area Senior Center  
(Canaan 523-4333)

Orford Area Senior Services  
(Orford 353-9107)

Plymouth Regional Senior Center  
(Plymouth 536-1204)

Upper Valley Senior Center  
(Lebanon 448-4213)

RSVP & The Volunteer Center  
(toll-free 1-877-711-7787)

*Grafton County Senior Citizens  
Council, Inc. is an equal  
opportunity provider.*

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June 18, 2008

Lisa Hazeltine

Workforce Development Program Director

Community Action Program, Belknap-Merrimack Counties, Inc.

2 Industrial Park Drive

P.O. Box 1016

Concord, NH 03302-1016

Dear Lisa:

I appreciated the opportunity to participate in the planning process for the SCSEP State Coordination Plan last Monday, June 16, at the Belknap-Merrimack CAP office. Our agency has heavily utilized the SCSEP program to help out in our senior centers as well as in our administrative office. It was helpful to be part of the planning process and to hear from others about their experiences with the SCSEP program.

Thank you for including me, as a representative of Grafton County Senior Citizens Council, Inc., in this discussion.

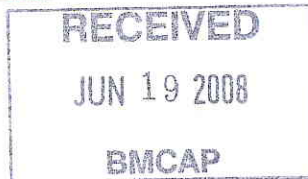
Sincerely,

Roberta Berner

Executive Director



*The power to make it better.*



June 18, 2008

Sent via email and USPS

Ms. Lisa Hazeltine  
Workforce Development Program Director  
Community Action Program, Belknap-Merrimack Counties, Inc.  
2 Industrial Park Drive  
P O Box 1016  
Concord, NH 03302 1016

Dear Lisa:

Thank you for allowing AARP New Hampshire and our volunteer Sharon Stephens to participate in your June 16 focus group for the SCSEP State Coordination Plan. I understand it was a very productive meeting and beneficial for the development of your plan.

Let us know if you need more information.

Sincerely,

A handwritten signature in black ink that reads 'Jamie G. Bulen'. The signature is written in a cursive, flowing style.

Jamie G. Bulen  
Associate State Director – Communications

jb

xc: Sharon Stephens



## Merrimack County ServiceLink

2 Industrial Park Drive  
P.O. Box 1016  
Concord, NH 03302-1016

Tel: (603) 228-6625

Fax: (603) 228-6623

1-866-634-9412

[www.servicelink.org](http://www.servicelink.org)

June 18, 2008

Senior Community Service Employment Program-New Hampshire  
Lisa Hazeltine, Workforce Development Director  
Community action Program, Belknap-Merrimack Counties, Inc.  
2 Industrial Park Drive  
P.O. Box 1016  
Concord, New Hampshire 03302-1016

Dear Lisa,

Thank you for the opportunity to attend your focus group on June 16<sup>th</sup>. This was not only informative, but provided a venue for many community partners to discuss the future workforce needs, trends, and issues.

For the last few years, Merrimack County ServiceLink Resource Center has had the privilege to work with many of your SCSEP participants and currently we have two outstanding women from the program in our office. These ladies provide administrative services to our work team and in our busy office, they are very much appreciated.

Workforce Development Programs are so critical for persons re-entering the workforce. By providing a little training and bolstering self-confidence, these older workers can re-enter employment and a future of independence. We welcome the work ethics of older adults and find that they sometimes set an example for younger workers. They truly are an asset.

We look forward to our continued relationship with the SCSEP program.

Sincerely,

Carolyn M. Gordon  
Center Manager



(603) 225-5597  
(800) 639-1949  
Fax (603) 225-5817  
Eight Green Street, #2  
Concord  
New Hampshire  
03301-4012

June 17, 2008



Lisa Hazeltine  
Workforce Development Program Director  
Community Action Program, Belknap-Merrimack Counties, Inc.  
2 Industrial Park Drive  
P.O. Box 1016  
Concord, NH 03302-1016

Dear Lisa,

It was a pleasure to participate in the focus group for the SCSEP State Coordination Plan yesterday. The discussion was certainly lively, and I was glad I could bring the perspective of the home healthcare industry to the table.

Feel free to contact me in the future if we can be of assistance.

Sincerely,

A handwritten signature in black ink that reads "Susan".

Susan M. Young  
Executive Director