

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
Senior Community Employment Program (SCSEP)**

Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.

PURPOSE:

Senior Community Service Employment Program (SCSEP) is authorized under Title V of the Older Americans Act. Funds are awarded and administered by the U.S. Department of Labor (USDOL), Employment and Training Administration (ETA). The USDOL releases Training and Education Guidance Letters (TEGL) that provide guidance in the administration and implementation of SCSEP. These TEGL documents would supersede anything in these service specifications.

To promote quality of service, ADSD has established service specifications that contain general guidelines for the Senior Community Service Employment Program (SCSEP), which include administrative and operating procedures for funded services. ADSD will use these service specifications, among other measures, as a basis for assessing program performance. The service specifications that each sub-recipient must follow, consists of GENERAL REQUIREMENTS and SERVICE-SPECIFIC REQUIREMENTS, which are established for each type of funded service. The SCSEP Operations Manual provides additional details.

SERVICE DEFINITION:

SCSEP provides community service and is a work-based job training program for low-income older Americans. SCSEP is a participant-centered work program providing community services to non-profit and public agencies, such as senior centers and government agencies. SCSEP facilitates job-ready participants opportunities to obtain unsubsidized employment in public or private businesses and industries.

To serve participants and their local communities, the SCSEP emphasizes four primary mission goals:

1. To provide the opportunity for older workers to gain economic self-sufficiency and independence.
2. To provide gainful on the job training through subsidized part-time work to low-income older adults
3. To demonstrate how older workers can facilitate the delivery of community services by placing them in human service positions; and
4. To transition low-income unemployed older workers into high quality jobs in the public, private, and non-profit sectors through training and job-finding assistance.

SERVICE CATEGORIES AND UNIT MEASURES:

The following service category and unit measures must be used to document the amount of service provided:

The following service categories and unit measures established by ADSD must be used to document the service provided:

- Training – participants are offered training to increase job readiness and develop skills in line with the in-demand markets in the service area.
- Community Service – participants participate in community service assignments to gain valuable job skills.
- Social Services – participants are supported in connecting to and receiving social services that can help improve their success in obtaining long-term employment.

SPECIFICATIONS:

1. Eligibility:

- 1.1 The sub recipient shall make efforts to assure that the maximum number of eligible individuals have an opportunity to participate in the SCSEP. These efforts must include outreach to minorities, Native Americans, individuals with limited English proficiency and those with the greatest economic need, at least in proportion to their numbers in the area, taking into consideration, their rates of poverty and unemployment.
- 1.2 To be eligible for participation in the SCSEP, an individual must meet each of the following criteria for age, income, place of residence, and eligibility to work:
 - **Age** - Each individual must be 55 years of age. No upper age limit can be imposed for initial enrollment or continued enrollment.
 - **Income** - The family income of an applicant or participant during the preceding 12 months or six months annualized must not exceed 125 percent of the poverty levels established and periodically updated by the Department of Health and Human Services. A person with a disability may be treated as a 'family of one' for income eligibility determination purposes at the option of the applicant.
 - **Residence** - Each individual, upon initial enrollment, shall reside in the State in which the project is authorized. (Residence means an individual's declared dwelling place or address. Subrecipient may **not** impose a length of residency prior to enrollment in SCSEP).
 - **Eligibility to Work** - Individuals enrolled after November 6, 1986, must prove their eligibility to work by completing the Immigration and Naturalization

Service (INS) Form I-9. *No subrecipient may impose any additional requirement or condition for determining enrollment eligibility for SCSEP unless required by Federal law.*

- **Unemployed** – Individuals applying for SCSEP must be unemployed.

Priority will be given to the following individuals:

- Those 65 years of age or older;
- Have a disability;
- Have limited English proficiency or low literacy;
- Reside in a rural area;
- Veteran status is a Most-in-Need characteristic; therefore, it is a performance goal that must be met;
- Have low employment prospects;
- Have failed to find employment after using services provided through the One-Stop delivery system; or
- Are homeless or at risk for homelessness.

2. Required Services:

2.1 Community Service Agreements

2.1.a The applicant shall demonstrate the capability to coordinate services and develop service agreements with other agencies and resources in the community, especially with community service agencies, employers, other employment and training programs and other programs that serve older individuals.

2.2 Workforce Meetings

2.2.a The applicant must attend and participate in workforce development and related meetings.

2.3 Familiarity with Resources in the Service Area:

2.3.a The applicant must illustrate their familiarity with resources in the service area which may assist them to address the supportive service needed of their participants and the ability to coordinate services with such entities to ensure non-duplication of services.

2.3.b Developing close working relationships with other employment and training programs such as State and local programs under the Workforce Innovation Opportunity Act of 2014 (WIOA), the Carl D. Perkins vocational education programs, dislocated worker programs, and adult education programs.

- 2.4 Workforce Innovations and Opportunity Act (WIOA) One Stop system:
 - 2.4.a As a mandatory partner of the Workforce Innovations and Opportunity Act (WIOA) One Stop system, the selected provider will also need to coordinate its services and develop a Memorandum of Understanding with the Local Workforce Investment Board. Copies of signed MOUs may be required prior to the award of funds.
- 2.5 Employees
 - 2.5.a The applicant must provide resumes for employees who will be managing and/or directly providing services under this service.
- 2.6 Community Service Host Site Agencies:
 - 2.6.a The applicant must provide a list of community service host site agencies with which they have signed community service host site agreements. The sub recipient must visit training sites at least annually.
- 2.7 Program Participant Training:
 - 2.7.a The applicant shall ensure that during training the program participants shall not be used to displace other employed workers, including a partial displacement, workers on layoff or private contracts.
- 2.8 Safe Working Conditions
 - 2.8.a To ensure participant safety, the subrecipient must conduct a safety review of each new training site and at least once a year thereafter.
- 2.9 Customer Satisfaction Surveys
 - 2.9.a Applicants agree to coordinate the completion of Employer, Participant and Host Site Customer Satisfaction surveys annually.
- 2.10 Data Validation
 - 2.10.a Applicants agree to participate in the annual Data Validation process.
- 2.11 Requirements and Responsibilities
 - 2.11.a Requirements and Procedures for Grant Programs (RPGPs), statements of ADSD policy that ensure fiscal compliance with statues, regulations and/or rules must be followed by subrecipient.

3. Documentation and Reporting Requirements:

- 3.1 Reporting schedule includes monthly Requests for Reimbursement and Quarterly Programmatic Reports. Other reports may be required on an as needed basis. Failure to comply with reporting requirements can place a subrecipient's funding in jeopardy.
- 3.2 The ADSD SCSEP subrecipient is required to report program data in the Senior Community Service Employment Program (SCSEP) Performance and Results Quarterly Program Report (SPARQ) System unless otherwise directed by ADSD.
- 3.3 Once an applicant is deemed eligible, his or her enrollment must be properly documented. A list of intake forms follows:
 - **Participant Form** - Mandatory form for all initial enrollments and re-enrollments.
 - **Confidential Statement of Income** - Mandatory form for all pre-applications, initial enrollments, recertification, and re-enrollments. Documentation supporting the figures reported must also be kept on file.
 - **Employment Eligibility Verification Form I-9** - Mandatory for all individuals enrolled after November 6, 1986.
 - **SCSEP Community Service Assignment Form** - includes the Physical Assessment Waiver, if applicable
- 3.4 The comprehensive assessment process identifies a participant's existing work skills and deficits, job preferences, and any barriers to employment. Once initial interview has been conducted the assessment form must be completed.
- 3.5 Following the completion of the assessment, an Individual Employment Plan (IEP) is to be completed. It is designed to outline a strategy that will assist participants in achieving their employment goals. The assessment and the IEP are used to develop a training assignment for each participant.
- 3.6 The participant's IEP should be the basis for the training assignment. With input from the participant, the subrecipient and the training site agency, a training assignment description (TAD) needs to be developed that will result in the most effective use of the participant's interests, skills, and abilities. The TAD is comparable to a job description.
- 3.7 The sub recipient must provide a written summary of each training site monitoring visit for the subrecipient, participant and host site records. A copy of the monitoring will be made available to ADSD staff upon request.
- 3.8 Additional reporting may be requested by ADSD and will be communicated to the subrecipient as needed.

4. Operating Procedures:

- 4.1 The Subrecipient will have documented procedures and policies for each service category.
 - 4.1.a The applicant must provide current operating manuals, handbooks, termination, grievance, approved break policies and procedures including participant and community service host site agency orientation materials, upon request.
- 4.2 The subrecipient will conduct outreach and recruitment for participants to be enrolled the program.
- 4.3 The subrecipient will provide the following steps for intake, service progression, and service completion:
 - Outreach and Recruitment
 - Intake and Eligibility Determination
 - Initial Assessment and Orientation
 - Complete comprehensive assessment, the Individual Employment Plan (IEP).
 - Provide the Training that is indicated in the IEP.
 - Assign participant their Community Service Training Assignment
 - Unsubsidized Employment, if applicable
 - Follow-up and Retention Services
 - The sub recipient shall formally review the IEP progress for each participant at least twice a year.
 - Client file is closed.
- 4.4 The sub recipients are required to assess all participants' needs for supportive services and to make every effort to assist participants in obtaining needed supportive services. Supportive services may include but are not limited to payment of reasonable costs of transportation, health and medical services, special job related and personal counseling, incidentals such as work shoes, badges, uniforms, eyeglasses; and tools; dependent care; housing, including temporary shelter; needs related payments; and follow-up services.
- 4.5 Place flyers, brochures, posters, and other advertisements in public places and at One Stop Centers, where older individuals tend to congregate.
- 4.6 Use low or no cost media advertising, such as public and community service announcements on radio and TV and placing human interest articles in local newspapers.
- 4.7 Make presentations to groups of older people or to the general public to spread the word about opportunities available through the program.

- 4.8 The subrecipient will build partnerships and get involved in community events to expand and enhance access to services for the target population. This would include developing working agreements with local health and human services agencies, service providers, and other private partners.
- 4.9 The subrecipient will make Request for Reimbursement (RFR) by the fifteenth day of each month for the preceding month.
- 4.10 Annual Program Assessment: ADSD is responsible for fiscal and programmatic monitoring of the subrecipient. ADSD will schedule program monitoring with the subrecipient and will send advance notification of documents that will be requested. The subrecipient must have documents prepared for review on the scheduled date of monitoring.
- 4.11 The subrecipient will ensure staff meet qualifications and receive trainings based on staff categories by function and minimum qualifications.

5. Performance Measures

The State of Nevada SCSEP staff annually negotiates Performance Measures with the U.S. Department of Labor. Applicants must agree to meet 80 percent of the aggregated performance for all identified core measures. SCSEP has seven core performance measures in which the formulas to calculate are defined below:

1. Community Service - The number of hours of community services in the reporting period divided by the number of hours of community service funded by the grant minus the number of paid training hours in the reporting period.
2. Unsubsidized Employment (2nd quarter) - The number of participants who exited during the reporting period who are employed in unsubsidized employment during the second quarter after the exit quarter, divided by the number of participants who exited during the reporting period. This figure will be multiplied by 100 and reported as a percentage.
3. Unsubsidized Employment (4th quarter) - The number of participants who exited during the reporting period who are employed in unsubsidized employment during the fourth quarter after the exit quarter, divided by the number of participants who exited during the reporting period. This figure will be multiplied by 100 and reported as a percentage.
4. Median Earnings – For all participants who exited and are in unsubsidized employment during the second quarter after the exit quarter: The wage that is at the midpoint (of all the wages) between the highest and lowest wage earned in the second quarter after the exit quarter.

5. Effectiveness in serving employers, host agencies, and project participants – The interim measure will be surveying all three customer groups (employers, host agencies, participants) to assess the effectiveness of the services received until a final definition and formula are defined.
6. Service Level – The number of participants who are active on the last day of the reporting period or who exited during the reporting period divided by the number of modified community service positions.
7. Service to Most-in-Need – Average number of barriers per participant. Service to the Most-in-Need is determined by taking the total number of barriers reported during the reporting period divided by the number of participants who are active on the last day of the reporting period and those who exited during the reporting period. Barriers are defined as follows:
 - severe disability
 - frail
 - age 75 or older
 - old enough for but not receiving SS Title II
 - severely limited employment prospects and living in an area of persistent unemployment
 - limited English proficiency
 - low literacy skills
 - Disability
 - Rural
 - Veterans
 - low employment prospects
 - failed to find employment after using WIOA Title I
 - homeless or at risk of homelessness