**WorkforceGPS**

**Transcript of Webinar**

**SCSEP Virtual Conference Bridging Workforce & Aging:**

**A Coordinated & Collaborative Partnership**

**Working for the Greater Good:**

**Older Workers And the Integrated Workforce System**

**Day 1, Tuesday, December 11, 2018**

*Transcript by*

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LAURA CASERTANO: All right. Welcome, everyone, to today's webinar. My name is Laura Casertano and I will be here if you need anything, technically speaking. Hopefully you won't need to hear too much from me but if you do have any technical questions or concerns, just go ahead and let me know in that chat box on the bottom left-hand corner of your screen. That chat box is also where we would like you to introduce yourself now. I do see that many of you have done so already but if you haven't, just go ahead and let us know your name, the name of your organization, where you are located in the country, and how many are joining you if you are joining in a group.

The chat box is also where we'd like you to ask any questions or make any comments throughout today's session. We would love to hear from you and we'll get to as many of those questions as we can. You'll also notice in that file share window, you can download a copy of today's PowerPoint as well as another resource. You can download at any point throughout today's presentation. Also, you can find a copy of the PowerPoint as well as the recording of the session and the transcript of the session on WorkforceGPS in about two business days.

So one last thing from me before we get things started. I just want to mention the feedback survey that's going to be emailed to everyone immediately following today's webinar. The survey is completely anonymous and it gives you an opportunity to provide your thoughts on today's presentation. We value your feedback and we really go through with the results of this survey in order to make these webinars more useful to you in the future.

So please don't forget to take a moment after today's webinar to fill out the survey and let us know what you liked or what we can improve about today's presentation. So you will get one survey emailed to you at the end of the day today and then you'll get another one a month from now.

So with that, I'm going to move us right into today's presentation and if you haven't done so already, please introduce yourself in that chat in the bottom corner of your screen. If you joined a little bit late or you just haven't had a chance to introduce yourself, please do so now on the bottom left-hand corner of the screen.

I want to welcome everyone to today's SCSEP Virtual Conference. It's the opening plenary. This morning's session is "Working for the Greater Good: Older Workers and the Integrated Workforce System." I want to welcome everyone and I want to turn things over to your moderator today, LaMia Chapman.

Since October of 2015, LaMia Chapman has held position of unit chief for the Older Workers Unit, which is the umbrella to the Senior Community Service Employment Program within the Division of Chief for National Programs, Tools, and Technical Assistance in the Office of Workforce Investment at the Employment and Training Administration and the U.S. Department of Labor. In her role, she oversees the day to day operations of the program.

LaMia has worked for the U.S. Department of Labor since 2014 in the Division of Youth Services in what was called the Reintegration of Ex-Offenders, now known as the Reentering Employment Opportunities Unit as a workforce analyst and team lead for characteristics common to female ex-offenders and training to work the discretionary grants prior to her current position.

Prior to entering the federal service, she worked at the local and city level as a manager at a comprehensive One-Stop Career Center and in the youth program for several years at the department of employment services. Before going into the local and federal government, she has spent over 20 years of service in the private sector at the middle and senior management level providing a multitude of services to the disadvantaged and hard-to-serve population.

With that, I'm going to turn things over to you LaMia. Take it away.

LAMIA CHAPMAN: Good afternoon. I am LaMia Chapman. Thank you all for joining us. I'll be your moderator for our opening session today. It is my heartfelt pleasure to welcome you all to our very first Senior Community Service Employment Program Virtual Conference. Our conference theme, "Bridging Workforce & Aging: A Coordinated and Collaborative Partnership," captures the collaboration you strive to achieve from SCSEP between federal workforce and aging programs as well as our relationship with our seniors, our SCSEP grantees, and other key partners within the workforce, business, and aging communities.

We have an exciting agenda planned for you for the next three days. This conference is designed to support your efforts to improve services and outcomes for older adults with multiple barriers to employment. We will have sessions from noon until 5:00 Eastern Standard Time today, tomorrow, and Thursday of this week.

At this time, I am very pleased to introduce our commission chief, Steve Rietzke. Since February of 2016, Steve has been the division chief for the National Programs, Tools, and Technical Assistance -- which is DNPTTA -- in the Office of Workforce Investment, OWI, within Employment and Training Administration, which we call ETA.

In addition to SCSEP, Steve oversees the National Farmworker job program, the Migrant And Seasonal Farmworkers National Monitor Advocate system, the Disability Employment Initiative, and the Work OpportunityTax Credit Program. As well, he manages several electronic tools including Career-One-Stop organization, the Occupational Information Network -- which is O\*NET -- and WorkforceGPS. Steve has worked for the U.S. Department of Labor since 2006.

Prior to serving as our division chief, he served as a grant officer for the discretionary federal grant program for nearly four years and as a workforce analyst in OWI's Division of Strategic Investments for six years. Before entering federal service, Steve worked five years in the automotive, logistics, and manufacturing sectors in Detroit, Michigan.

It is our desire you all will be able to attend all of the sessions and I believe these sessions are going to be engaging as well as informative. Believe me, it will be worth it and [inaudible]. With that being said, please join me in welcoming Steve.

STEVE RIETZKE: Well, thank you, LaMia, for that introduction and welcome to all of you out in webinar land. Good afternoon to some of you. I think good morning to most of you. We're very glad that you're joining us today for, as LaMia said, our first virtual conference which we've got some good stuff planned for you over the next three afternoons. We really appreciate you logging in.

You know, I'll be the first to admit that I wish I was standing at a podium and you were in a ballroom and we were all in person and I could see your faces. Maybe even do a happy hour at 6:00 in cash bar which exchanges government money for drinks. But I think we're hoping that this virtual conference is the next best thing to actually showing up in person.

So we've got a lot of good speakers lined up, we've got a lot of good content, and I really encourage you to use the technology to its fullest extent. You know, we have the ability to see your chats if you have questions as we go, we'll have a record of those questions, and if you have thoughts and examples that you want to share, please feel free to do that, as well. We hope that this can be a fairly interactive session and we want to get your input, your feedback, and maybe even some sharing between grantees because we really want you to learn as much as you can here.

And I want you to take a minute and acknowledge -- we get that SCSEP is a pretty challenging program to run and we really appreciate the hard work that you all put into it. I think we really -- just in getting to know some of you over the last few years, I've really gotten to get a sense of how passionate you are about the work, how much you care about older workers and the issues and the challenges that they face, and how much you're really trying to loop the needle on how well you can support older workers in finding community service opportunities, finding long-term employment opportunities when they exit the program; and we really appreciate all the work that you put into it and we know that government money always comes with strings attached; right?

So it's hard to do some of that grant management work on top of all the participants' service work that you have to do. And I just want to acknowledge and say that we appreciate that. So thank you all for the work that you do.

So in this session which we're calling "Working for the Greater Good: Older Workers and the Integrated Workforce System," we're going to be talking about the importance of older workers in the workforce from a zoom-down higher level. We'll talk a little bit about SCSEP and the workforce system. We'll be highlighting some of SCSEP's accomplishments over time and some of the outcomes from the last program year, as well.

We'll talk a little bit about some of the challenges that SCSEP faces as a program. You know, I have the benefit, to some extent, in this session of getting to preach to the choir, a little bit. So some of the stuff we'll tell you, hopefully, will resonate. Some of it you may already know. Some of you may be newer and may learn a few things, too. So I'm excited to kick this conference off and like LaMia said, we really hope that you're all able to join as many sessions as you can over the next three days, and we're really looking forward to it.

I do want to note you may have seen a previous version of the agenda that had Amanda Ahlstrand's name on it for this session. She's my boss. She's the administrator of the Office of Workforce Investment. She unfortunately had a schedule conflict with this session specifically but we are expecting her to come back and give some remarks for the closing session on Thursday. So we're looking forward to that but I just wanted to note -- I got the presentation for today and we'll have Amanda back in a couple days.

So with that, let's move into it on the next slide. So just a few kind of high-level facts about older workers and their contribution to the workforce. I don't think I have to tell you that older workers are really an essential part of the U.S. workforce. By 2024, the Bureau of Labor Statistics, or BLS, projects the labor force will grow to about 164 million people total. That number includes about 41 million people who will be over the age of 55 and about 13 million of those folks will be age 65 and older.

According to BLS, 40 percent of people aged 55 and older were working or actively looking for work in 2014. That number -- which we know is the labor force participation rate -- is expecting to increase faster -- or fastest -- for the oldest segments of the population; most notably, people ages 65 to 74 and 75 and older through the year 2024.

You know, one interesting thing that we learned is that businesses rank older workers highly in terms of their loyalty, their dependability, the professional networks that they bring to the job, and their mission focus -- their ability to focus on the mission.

So these are just a few highlights of ways that older workers are significantly contributing to the U.S. workforce. So let's pause for a minute and take a poll. This is your first poll of the virtual conference. We'll have a bunch of these sprinkled throughout the sessions over the next few days. So the question is, many older workers were employed across many types of occupations in 2016.

Which occupation or industry group ranked the highest for older workers? Number one is natural resources, construction and maintenance, things like agricultural workers and carpenters. Number two, management and professional jobs like social service assistants, human resource workers. Number three, production and transportation -- taxi drivers, welders. Number four, is sales and office jobs -- sales people, receptionists, things like that. And then, number five, service jobs -- janitorial, childcare work, things like that.

So it looks like we've got a number of votes for management and professional work, quite a few votes for sales and office jobs, service is kind of pulling ahead, it looks like. Service may be in -- oh, sales and office is coming up a little bit. We'll give you just another few seconds to click your answer in. I think some people are changing from service to sales and office jobs. Interesting. Just another few seconds. Sales and office is pulling up right on the service category.

All right. So the correct answer is management and professional. That's the category with the highest number of older workers in it. And if we move onto the next slide -- of course, it all turns out that the type of categories we had you picking among happened to be the top five for older workers. So if you go from left to right, we've got management, professional, and related positions where there was almost 15 million older workers in those kind of jobs. Sales and office coming in second behind that with maybe about 8 million or so.

And then, service, production, transportation, and natural resources, construction, and maintenance. So older workers make contributions in many sectors. These happened to be the top five that we want to highlight. And obviously, SCSEP has an important role to play in meeting the needs of older workers and really providing great employees with experience and strong job skills. So can we move onto the next slide?

I want to talk just a minute about the Office of Workforce Investment, which is where we sit in the U.S. Department of Labor's Employment and Training Administration, and we'll talk a little bit about the workforce system and how SCSEP fits in to the overall picture.

So the mission of the Office of Workforce Investment -- and as LaMia talked about earlier, were in a division called the Division of National Programs, Tools, and Technical Assistance. We're one of several divisions within the Office of Workforce Investment at the Employment and Training Administration where our boss, Amanda Olstrand is the administrator. OWI, the Office of Workforce Investment, is responsible for implementing an integrated National Workforce Investment System that supports economic growth, provides workers with the information, advice, job search assistance, supportive services, and training and demand industries and occupations that are needed to get and keep good jobs.

So that's kind of the formal mission of OWI. Our work helps employers require skilled workers. OWI provides oversight of the governance and the service delivery for programs delivered through the publicly funded workforce system which we sometimes refer to as the One-Stop Delivery System or the American Job Center -- or AJC -- Network. And all of this is designed so that communities, educators, businesses, and job seekers, including older workers, can compete in a global economy.

So how do we do this? Well, a lot of the way that we do this kind of work is through grants. It goes through states, local agencies, national NGOs, community based organizations really like SCSEP where we've got several monies at the national level that then flows down to the state and local levels. We do a lot of policy work and guidance in technical assistance at the federal level in order to hopefully clarify the requirements for federal grants, help you all work as effectively as you can, help to share information among grantees, and so on.

So the core workforce system that I'm describing in the American Job Center Network is really authorized to the Workforce Innovation and Opportunity Act or WIOA and working in concert with programs that are authorized by other laws like the Older Americans Act that authorizes SCSEP.

So moving on to what's the vision for integrated workforce system? What do we mean when we talk about the workforce system being integrated? So the publicly-funded workforce system that is envisioned by WIOA is quality-focused, it's employer-driven, it's customer-centered, and it's tailored to meet the needs of regional economy.

It's designed to increase access and opportunities for the employment education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers and provide a comprehensive, acceptable, and high quality of workforce development system.

This is accomplished by providing all customers access to high quality, One-Stop centers that connect them with the full range of services available in their community whether they're looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices, or our businesses and employers seeking skilled workers.

So let's pause there for a second because I think there's a good way to visualize what we really mean when we're talking about the workforce system being integrated and coordinated. And if I try to translate some of this government speak into plain English, the thought that comes to me is a participant that has multiple barriers.

So this is a rhetorical question but feel free to type in the chat if you want. How many of your participants come in and they have multiple barriers to employment. And we'll talk later to the performance measures related to multiple barriers and we know that -- on average, that your participants do have multiple barriers. Now, of those participants who walk in the door -- and I see some of you typing in. Thank you.

Of those participants who walk in the door with multiple barriers, how many of them say, "Good news. I make sure to keep all my barriers aligned with one government funding stream for their convenience." Nobody says that; right? If they walk in with multiple problems, they don't care what funding stream it is, they don't care what program might support them. What they want is help with all the barriers that they have and they don't want it to be super-complicated and super-difficult; right?

And so if you have an American Job Center where all these different partners are coordinated and they're all able to address different aspects of that participant's problem and the partners in that agency are able to talk effectively to each other and communicate with each other and communicate back and forth and understand where to refer a person who needs this kind of help or that kind of help, well, that's a totally different customer experience for that person who walks through the door than if they had to talk to 17 or 18 different people.

If they're able to just walk in the door and talk to their case manager and get the right referral and get the right information from one source, that's what we're really talking about when we're trying to envision a system that is customer-centered and really tailored to that customer's needs. And so you know, SCSEP's role in the workforce system -- which we'll talk more about both in this session and in some of the other sessions -- obviously, you have a specialty where you know the needs of older workers. You know about the issues they face. You know how important the SCSEP program is for that.

And when you're at the table at that AJC and in that workforce system, you're able to provide that element of quality customer service by understanding that segment of the population and really being that strong contributor to help older workers that walk into that system.

So the One-Stop Delivery System that we're talking about, it includes six core programs and there's another slide later that'll highlight those. It also includes required partners such as SCSEP as well as some others and through the One-Stop center, these partner programs, and their service providers, make sure that businesses and job seekers really function as a shared client base across the multiple programs that we're talking about and have access to information and services that ultimately lead to positive employment outcomes.

So to really fully implement this vision, we need all the partners to be fully engaged. We need all the partners to make sure that their services are being provided through that local workforce system and that they're familiar with the other partners and they're coordinating well.

So when we first started to implement the WIOA after it was passed into the law, I think a lot of the focus tended to be on making sure that those core partners were meeting with each other and making sure that those core partners were hitting all the right notes and getting to the table together. I think it's maybe taken a little bit longer to get all the rest of the partners firing on all cylinders but that's the nature of change; right? This was a huge change for the workforce system and we'll talk in another minute about how WIOA's really driving -- and actually no, not the next slide yet. I'll get to that.

WIOA's really driving a lot more coordination locally and again, that's a big change and I think, as we move forward, we want to make sure that the partner programs are getting to the table, they're negotiating, they're doing all the stuff that WIOA requires.

And so we've done a couple sessions in this virtual conference where we'll talk more about that in detail. And I said a minute ago, too, and I'll reiterate it -- SCSEP has an important role to play in helping the rest of the workforce systems partners better understand the barriers that older workers often face and how to effectively serve them within the workforce system. The workforce system really benefits when SCSEP grantees are engaged and powered to share their knowledge about service delivery and resources that are available to older adults through the Older Americans Act programs and resources.

So again, when that person walks in with multiple barriers, they don't necessarily need to know what came from which funding stream as long as the partners are firing in all cylinders, everything's clicking, and you're able to coordinate your services so that person winds up getting a full range of services rather than a bunch of disjointed services.

So moving on to the next slide. Again, SCSEP is a required partner in the workforce system. I talked about where DNPTTA fits within OWI, we, obviously, are the division that administers SCSEP. We have an older workers unit within our division which LaMia Chapman is the unit chief for.

And as LaMia mentioned earlier, we work on several other programs that serve specific populations, SCSEP included. And SCSEP really contributes greatly to achieving OWI's mission. It's provided opportunities for older workers since 1965 -- give yourself a little round of applause there out in webinar land -- and it's the only federally funded program focused on employment training that's designed specifically for older workers.

So let's do another quick poll. I just gave you kind of a mouth full on the public workforce system. What is the public workforce system? We've got a few choices here. Is it a system of private industry used to manage -- or a system that private industries use to manage their workforce? A network of federal, state, and local offices that support economic expansion and develops workforce talent? A system that several human resource offices use? Or a system administered by the U.S. Department of Workforce System? What do you think?

We've got a couple votes for that last one but I think most people are sticking with option two. The last one's picking up a few more. Give you just a few more seconds. Looks like the vast majorities are going to go with answer number 2 and I'll tell you that you all are correct that you picked answer number two. Number four was a little bit of a trick. There is no U.S. Department of Workforce Systems.

But yes. It's a network of federal, state, and local offices that support economic expansion and develop workforce. Kind of, this is really the system we were describing earlier laid out by the Workforce Innovation and Opportunity Act and works in partnership with programs funded under -- authorized by similar laws including the Older Americans Act.

So you know, as we talked about a minute ago, WIOA really set a pretty clear vision for the workforce system. It requires a greater degree of coordination and collaboration between the One-Stop System and its required partners than was required under the Workforce Investment Act, or WIA, the predecessor to WIOA. And I mentioned a couple times already, SCSEP, you all have a really important role to play in achieving this. The management of the One-Stop Delivery System is really the shared responsibility of state, local boards, elected officials, the core WIOA partners, and the other required partners and One-Stop center operators.

So all of these partners work together by developing state, regional, and local strategic plans, developing a local memorandum of understanding -- MOUs; infrastructure funding agreements, or IFAs. We know that you all have been working hard to figure out that process and there's been a bit of a learning curve as the partners develop their first set of those things. So we appreciate the work you've done so far in that realm.

And then, updating One-Stop center policies and procedures and ultimately, operating and delivering services through the One-Stop centers. Again, that's the shared responsibility of all of these partners working together. So let's look at who the core partners are. The core partners are really authorized through the U.S. Department of labor and the U.S. Department of Education. The WIA, in a way, authorizes the One-Stop career center of the American Job Center to service delivery system and its six core programs which are the WIOA Title I Adult Dislocated Worker and Youth Formula Programs. The first three partners, those are all administrated by the Department of Labor at the federal level.

Then Title II of WIOA is the Adult Education and Literacy Act Programs administered by the Department of Education. Title III of WIOA is the Wagner-Peyser Act Employment Service administered by the Department of Labor. And then, Title IV of WIOA -- and it happens to be Title I of the Rehabilitation Act -- are programs administered by the Department of Education, again -- so the Vocational Rehab Programs.

We are also authorizing the Job Corps Program, the Youth Build Program, Native American Programs, Migrant and Seasonal Farmworker Programs, as well as evaluation and multi-state projects. So again, this law preceded the Workforce Investment Act of 1998 and it amended the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. So that's kind of the core legal underpinnings of WIOA there.

And then, we just went over -- the six core partner programs -- this slide gives you kind of a more detailed view of the additional required partners who are also part of the broader workforce system. I won't go through every single one of these but SCSEP is included there in the required partners as are things like trade adjustment assistance, employment compensation programs, reentry employment opportunity programs, and a few others.

Now, here I'll preach to the choir a little bit in addition to the workforce system partners that we just went over, we know that you all as SCSEP grantees maintain relationships with a number of other types of organizations within the sort of older worker ecosystem, for lack of a better word. So you all have valuable partnerships among the aging networks such as state units on the aging, which are our state agencies that are grantees. Our SCSEP grantees -- some of our national grantees have valuable resources across the country like AARP and NCOA, as well as the local AAA host agency is subgrantees in a lot of cases.

So these agencies provide other Older Americans Act programs and services to older adults and we know that you all work with them closely and really leverage their resources to better serve your participants. So really, within the SCSEP community -- this SCSEP family -- there is a wealth of knowledge and expertise in the field of aging which really can make a valuable contribution to the workforce system and to older workers across the country and to employers who ultimately hire and benefit from older workers.

But we may not all want to admit this, but we aren't getting any younger. So the number of older workers will keep son growing and we again thank you for the services you provide. Now, through the coordinated efforts between SCSEP and other Older Americans Act programs really enable you all as grantees to access these resources and supportive services, ultimately to help and benefit your participants where you may not have enough money in your budget or certain kinds of support services.

Maybe they're not even allowable under the SCSEP program but you're able to leverage from other providers, so the partnership and the coordination that you do really, again, helps to make sure that your participants have access to a full range of services and resources. We know that you all work with some of the other required partners or core partners like voc rehab, who helped coordinate services for participants with disabilities.

And we also hope that the workforce system at large is fully aware of other aging partnerships and resources that can help, not just SCSEP but other older workers -- other older job seekers who are using the American Job Center Network for employment services and these partnerships, hopefully, will help improve access to supportive services and other kinds of services for older job seekers.

At the federal level, we talked with the Department of Health and Human Service's Administration for Community Living and we have ongoing conversations with them and like to brainstorm a bit about how we may be able to coordinate at the federal level. Whether it's through training, research, demonstration projects, things like that, we're always looking for opportunities with them where we may be able to coordinate at the federal level in a way that's ultimately going to benefit the field. So we do have a session later in the conference with our ACL partners and I hope you can join us for that.

So looking at where we are on the slides and where we are on the plot, I kind of want to speed up just a smidge but these slides are a little less explanation-heavy on my part. Let's talk about the SCSEP accomplishments. What did we achieve? We just talked about the broader workforce system. Let's dive a little more specifically on SCSEP. I think we have a lot to celebrate in terms of SCSEP's accomplishments and really, this is a result of your dedication serving older workers.

So a bit of history. I mentioned earlier, 1965 was the beginning of SCSEP. So in its 53 years in existence, SCSEP has served over 1 million older adults. That's a lot of people and I think that's, just by itself, get yourself a pat on the back. And I know a lot of you have been at this for a very long time but I don't know if anybody's still going who was there in 1965 but I know a lot of people have been -- she raised her hand but I don't think that's true. I know a lot of you have been at this for a very long time.

Now, for the past 10 years alone, SCSEP has transitioned over 110,000 participants into unsubsidized employment, another pretty big number. In the past 10 years, SCSEP participants have provided about 425 million hours of community service and we estimate that to be worth about $9 billion for their communities when we look at the value of those community service hours.

SCSEP proudly serves veterans and offers them priority service. Veterans typically make up about 12 to 13 percent of our total participants. That was the number in 2017. And they had an entered employment rate of about 42 percent, which is pretty close to the entered employment rate for all participants which was just under 45 percent.

Veterans also received priority service from most of the other workforce system partners. We talked a couple times already that we served you all -- and SCSEP grantees serve individuals with multiple barriers to employment. And I saw quite a few people weigh in on the chat when I asked that somewhat rhetorical question. In fact, all my participants had multiple barriers to employment.

And so we know that SCSEP participants on the whole tend to have multiple barriers to employment and to self-sufficiency. They may have low literacy skills, they may be homeless; they may be at risk of becoming homeless. On average, across the whole population of SCSEP participants, they had three barriers to employment each in program year 2017.

So again, I think I want to reiterate the importance of coordinating services among the partners in this workforce system universe. It's really beneficial to the participants with multiple barriers where they may be able to get services from more than one program in a way that helps them in more than one way to address those barriers.

So moving on to entered employment. And now, we're kind of looking at SCSEP's performance since 2011. We kind of started there because it was a more representative sample of the last several years. In these graphs, the blue area that's underneath the lines shows our performance goal and then the red shows our actual performance.

So you can see from these two graphs, there's a bit of a dip in the entered employment rate and the employment retention rate in program year '16 and '17. This timing really coincided with the national competition in program year 2016 which we know there was a lot of transition after that competition. So there was probably a number of factors going into this enter employment rate and employment retention rate and we'll talk a little bit more about this as we go on to other sessions of this virtual conference.

I see one comment. Tara (sp) wants to reiterate that justice involved should be a barrier to employment and self-sufficiency at this point. That's another one of the barriers. We didn't highlight that on the slide but that's certainly a critical barrier that I know participants face.

Now, moving on to average earnings, average earnings has increased since 2012. You can see for 2017, it's right just above where the goal was for average earnings. Community service level has remained level since 2012. It's kind of stayed pretty even since then and right about where the goal is.

Now, one interesting trend that we see is that there's been a 17 percent increase in the most-in-need measure over about 10 years. This could reflect that more and more participants have barriers to employment; it could reflect the grantees are doing better at documenting the barriers; or it could reflect the grantees are doing better at documenting those barriers or any sort of combination of the two.

Overall, you can see from looking at each measure that you won't usually meet your goals and in many years, have exceeded one or more of the goals. So I think there's a lot to be proud of here. Obviously, this is a tough program and it's a population that has a lot of barriers and really needs a lot of support.

So we'll talk a little bit about some challenges at the very end of this session and I think, throughout this conference, we want to hear your challenges. We want to talk about solutions, shared and common practices between each other. So definitely share as we go along. But a lot to be proud of here. Thank you again for all the work that you do to serve older workers and support employers across the country.

MS. CHAPMAN: Thank you, Steve, for your insights on the critical role of older workers and SCSEP in the workforce system and for highlighting our accomplishments as a program. I ensure our grantees appreciate your time, for your support, and acknowledging the parts that they do on a daily basis. Now, if you all have any questions or comments, please use the chat feature. We will give you a few minutes if you have any.

MR. RIETZKE: Thanks, LaMia. And I think we've got another segment on program year '17 and we'll have one more opportunity for questions. So ask now, ask later. We've just got about 13 minutes left. So we'll go back for the remainder.

MS. CHAPMAN: Okay.

MR. RIETZKE: I see one question, "Can we print off these slides?" Sure. There's a -- Jon, jump in if I'm going to miss --

JON VEHLOW: Yeah, there's the file share window at the bottom right hand side of your screen. You'll see session one file share. Underneath that, you have session one PowerPoint. Just click that and click download file below that and you can download today's session's PowerPoint.

MR. RIETZKE: Thank you, Jon. So there's a question, "Can we explain justice involvement as referred to ex-offenders?" Do you want to --

MS. CHAPMAN: Sure.

MR. RIETZKE: -- answer that, LaMia?

MS. CHAPMAN: Yes. Justice involved is just a newer term for more politically correct term of what we are using for ex-offenders. So that's what it is. Justice involved youth or justice involved adults.

MR. RIETZKE: Thank you. I see another (inaudible) --

MS. CHAPMAN: Do any of you have any questions?

MR. RIETZKE: So Olga has a question, "Please define better failed to find employment after using Title I services."

MS. : I can take that.

MR. RIETZKE: You want to take that, Mitchie (sp)?

MS. : I'll take that, Steve.

MR. RIETZKE: All right. It's good to have help in the room.

MS. : So that is, is one year most-in-need criteria from (one cap ?). And what that is saying is that if you have a participant or an applicant that comes to SCSEP and they were previously involved with Title I services through the One-Stop system, if they fail to find employment as a participant in the Title I program and they come to SCSEP -- and you can document that because that's part of the criteria you can use for your most-in-need. So they would have to receive services under Title I and are unable to obtain employment.

MS. CHAPMAN: Wow. I see a lot of questions coming up. How about we just -- given the time that we have -- how about we just go back to the slides and we'll get to your questions either through writing it or we can address it at the end of our virtual conference.

MR. RIETZKE: Well, I think some of these questions we're definitely going to take note of and hand them off to those who are doing subsequent presentations in the virtual conference. So there's a question about minimum wage and how we'll take that into account. I believe there's a session that Diane Coghlan (sp) is part of on Thursday at 3:00. We're going to hand that question to them and we encourage you to log into that session.

But, I should probably get to the slides and we'll come back to some of these questions either at the end or in subsequent sessions. But thank you for your questions. We really appreciate the feedback and the questions and encourage you to keep them coming.

So looking at program year '17, specifically -- we just kind of looked at what happened over the last -- well, first, the last 53 years then the last decade or so. But for PY '17, we just got our outcomes recently and let's go over some of those.

In program year '17, we served over 56,000 older workers through SCSEP. You all provided 30 million hours of community service to communities across the country and SCSEP provided quality service to your customer groups last year. The American Customer Satisfaction Index scores were 82 out of 100 for participants, 81 for host agencies, and 86 for employers.

Looking at the PY '17 performance numbers and the counter measures, SCSEP succeeded in attaining 88 percent of the better employment goal, 98 percent of the employment retention goal, 100 percent of the average earnings goal, 100 percent of the service level goal, 99 percent of the community service goal, and 114 percent of the service to most in need program goal in program year '17. So all around, not too shabby improvement numbers.

You likely saw on a previous slide, the enter employment rate has dipped a little bit over the last couple years. But, hopefully, through the conversations over the next few days, we can talk about some strategies for addressing that. In another poll, real quick. In program year 2017, what percentage, do you think, of participants resided in rural areas? Was it towards 11 percent, 19 percent, 26 percent, 52 percent, or 63 percent? I've got kind of a range of answers here. Looks like 26 percent is just in the lead with 52 percent close behind. Maybe another minute to sort this out.

All right. It looks like 26 percent has pulled ahead pretty far and that is the answer. Nicely done. When I saw that poll originally, I kind of had no idea. So congrats. Twenty-six percent resided in rural areas in program year '17.

If we go to the next slide, we can see a number of other highlights of the participant characteristics from 2017. You know, a couple of highlights. One example, SCSEP eligibility states that participants need to have income at or below 125 percent of the poverty level. Well, in 2017 -- PY 17, 88 percent of our participants had income either at 100 percent of the poverty level or below; meaning that the vast majority of our participants not only met that 125 percent eligibility threshold but really had very low income and really needed the help.

One other number that really stuck out to me when I saw this file is the homeless or at-risk of homelessness number -- 58 percent in 2017, which is huge and I think really gives that the idea that the participants really have some significant barriers to employment and along with these other characteristics, I think you can really see that, that in 2017 a lot of barriers to employment, for sure.

So again, thank you for your commitment for serving older workers, helping them overcome these barriers. These folks really need the help and we know that you're doing your best to serve them. So moving on to the last little segment of this presentation, let's talk about some challenges that we face. You know, our performance on the measures that we just talked about are commendable; it's really a direct reflection of your dedication and hard work. But we also know that there are a number of challenges that we face in administering and implementing SCSEP.

So we put some of these on the slide. Definitely feel free to share some of your own and we'll talk about this throughout the virtual conference. But there are a number of challenges that you face in service deliveries. So some of these things could include providing services and resources and necessary supportive services like transportation in rural areas where people are more spread out.

Helping participants access additional specialized training that they might need to enter employment in certain occupations like healthcare. There are, again, geographical challenges in rural areas where counties are spread so far apart and you have to go hundreds of miles to get from one county or another and those counties only have one or two slots or positions but that could create a challenge to implementing SCSEP.

Effectively leveraging resources and partnerships could be a challenge. We know that really getting a seat at the table and getting everything clicking with the workforces and partners under WIOA has been difficult in some cases. I know that you all had raised some of those challenges and issues to us. We're going to continue to help how we can in partnership with our regional offices. And we really encourage you to stick with that and try to get to that vision of integrated services that we talked about earlier.

You know, as I mentioned before, we saw that drop in entered employment measures in '16 and '17. We think that this is, to some extent, due to the change after the national competition -- some of the changes in territory and participant assignments that resulted. We're going to keep looking at this in PY '18 and keep getting your feedback on it.

Finally, there's one thing that I definitely wanted to highlight in this session and I think it's sort of by accident that I saved this for last. But one thing I want to talk about is that we do plan to transition all of our grantees to a new case management system and we're looking at doing that in program year 2019. So we're doing our best behind the scenes right now to work on the requirements for that system, the development of that system in partnership with our IT folks.

And we know that this is going to be a big deal and that the data integrity that we need to maintain as we transition from one system to another will be a big deal but we're really going to do our best to ease that transition for you. And again, we're shooting to do that in program year 2019. Hopefully, this will be happening for the first quarter of program year '19 starting July of 2019. So we'll keep you posted as we get new developments on the roll out of this. We'll be looking to some of you to help with user testing and things like that.

But we know that that's a challenge coming up and we're going to do our best to support you all through that transition. So that's the challenge slide. You know, throughout this conference, we do encourage you to keep up the chat, keep up the feedback. You know, we only have so many minutes in a day. We're not going to be able to answer every single question as we go through the sessions but we are going to capture everything that you've typed in and we're going to do our best to answer some of the questions as we go.

And we're going to do our best to feed the questions you give us into the subsequent session so that we can be responsive to the things that are on your mind. So definitely keep doing this. Keep typing.

Again, I wish we were in person. Hopefully one of these years soon we will be. But for now, you'll have to use our virtual platform as well as you can for kind of the second best things to in person.

So with that, we have another question slide -- we're kind of at our time. Yeah. I'm looking at the team now. I think, if you have any follow up questions, go ahead and feed them in. As I said, we're going to make sure we capture those. We can't quite get to everything here but we will make sure that we have a note of your question and try to address it as we can later.

I think, with that, I need to turn it back to LaMia so we can stay on schedule. I know there's a break before the 1:30 session -- Eastern, I should say. So thank you all for having me and have a great virtual conference.

MS. CHAPMAN: Well, it seems that's all we have for now. I sincerely hope you all will enjoy the remainder of today's session. We will have sessions from noon to 5:00 pm Eastern Standard Time as Steve said, and that's again for today, tomorrow, and Thursday of this week. Our process is designed to support your efforts to improve overall services and to get positive outcomes for older adults with multiple barriers to employment.

Now, we'll take a 30-minute break before our next session begins which is titled "Grant Management Essentials." This session will provide an overview of several key federal grant and financial management topics. You will gain a better understanding of DOL's financial and grant management processes and your responsibilities as federal grantees. The workshop will begin promptly at 1:00 pm Eastern Standard Time. Thank you all for joining us.

MS. CASERTANO: All right. Great. And I'm going to ask everyone to say logged in for a moment longer to provide us with some feedback. There are two polling questions on your screen. Please take a second now to answer those. In the feedback window on the bottom left-hand corner of the screen, you can let us know what you thought of today's session, what you thought we did right, or how we can improve.

And remember to join us, again, at 1:30 pm Eastern Time.

(END)