**WorkforceGPS**

**Transcript of Webinar**

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

**A Coordinated & Collaborative Partnership**

**Closing and Wrap-Up**

**Day 3, Thursday, December 13, 2018**

*Transcript by*

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LAURA CASERTANO: All right, welcome back. Welcome to our closing and wrap-up session. I'm going to get myself right out of the way and I'm going to turn things over to your moderator, LaMia Chapman, unit chief. LaMia, take it away.

LAMIA CHAPMAN: Thank you for joining us for the closing and wrap-up of our SCSEP virtual conference, Bridging Workforce and Aging: A Coordinated and Collaborative Partnership.

At this time, I am very pleased to introduce Amanda Ahlstrand, administrator of the Office of Workforce Investment. Amanda has served as the administrator for the Office of Workforce Investment since 2013. She has been with the employment and training administration since 2003.

Amanda oversees five divisions and their programs with the goal of implementing an integrated national workforce investment system that supports economic growth and provides workers with the information, advice, job search assistance, supportive services and training in demand industries and occupations needed to get and keep good job.

Previously, Amanda worked for a private consulting firm, the U.S. Government Accountability Office and the American Society for Training and Development. She holds a bachelor of arts and economics and sociology from the University of Notre Dame and a master of public policy degree from Georgetown University.

I hope you all were able to attend our sessions during the last three days and enjoy the information we presented and found it to be beneficial to your SCSEP operation. I want to sincerely thank you all for attending these last three days and I was excited to hear that we had over 200 attendees each day.

As Steve expressed to you all in our opening session, we wish this conference was in person. I know it would have been nice to see all of us and put a face to a name. With that said, again, we appreciate your attendance and we would love to hear your feedback on this conference and we'll discuss later on in this presentation. With that, here's Amanda.

AMANDA AHLSTRAND: Thank you, LaMia, and good afternoon everybody. I want to just kind of follow up with LaMia's thank you to acknowledge the time you've took out over the last few days to join these sessions.

It does sound like you had a lot of really good discussion and engagement, a variety of speakers. I know the team here worked really hard on putting this together, so I also want to thank them for all the work that they've done to support this event.

But as grantees, you know, we all say thank you to the time and effort you're putting into engaging with us here, but also on a daily basis on serving older workers in your communities.

I want to take us back a little bit to Tuesday afternoon where Steve opened it up and just add a couple of points of emphasis to some things I think he covered.

But as you all have focused on the last couple days on partnership and how essential it is to the success in the work we do, I just want to reiterate that here at ETA, we are working really hard on a day to day basis for the SCSEP program, but also the other programs that we operate under the Workforce Innovation and Opportunity Act to really look at the workforce system as a comprehensive set of services that are available to job seekers and business to get the skills Workforce that they need.

Since the passage of WIOA and then more recently since the update to the Older Americans Act, there's been a lot of activities on going within ETA here in the Department of Labor, but also at our other federal partner agencies at Health and Human Services and the Administration for Community Living, so I want to thank our colleagues there for all the work that they do and working here with us on the session earlier this morning.

But between Health and Human Services, the Departments of Education, Agriculture and other federal partners, you know, we have a lot of great, great work going on and innovation going on, connecting resources that provide workforce development and supportive services to individuals out in communities that need assistance.

I think that Steve mentioned in our transition from WIA to WIOA, which I know is sometimes challenging for potentially the SCSEP program to hear us continue to focus on WIOA, because it is our kind of biggest authorizing legislation.

Of course the OIA is there as well, but we really do take the law literally as the connections that it is asking us to make at the federal level and more importantly, you all at the state and local level to deliver services.

We admittedly had focused primarily on the transition of the core programs of WIOA, the Title I services here from ETA and those at the Department of Education in the early days of WIOA transition, but now we're in kind of full operation mode and what that means for day to day connections, partnering to deliver services, sharing resources that are part of the American Job Centers or One-Stop services to provide a comprehensive set of resources.

We know there's still work to be done to answer questions, break down barriers or clarify that a barrier isn't there. That doesn't need to be across these different program areas and we really rely on you as grantees to tell us when you have questions about those types of things and where we can be better able to assist you on addressing any of the barriers you perceive are out there.

So I did just want to emphasize that that is ongoing work and we need your help to do it. We're grateful for that help that you're already providing. SCSEP really does have an important role to play in helping the workforce system generally understand the barriers that older workers face in getting and keeping employment and how to more effectively serve them.

So we really appreciate your focus on the customer every day. Don't let anyone forget that and definitely don't let us forget that. But you know, take that role in your local partnerships with workforce development boards and One-Stops. It's a very important role to help people understand the needs of older workers and the services that you all are able to provide.

I know we talked a bit and had sessions on partnerships kind of at large, but it sounds like the business engagement session was one that went really well and we were thrilled to get the feedback that we had on the connections with American Job Centers that I know one of our colleagues helped to facilitate.

But more importantly, we're thrilled with the local speakers. People from Washington and Utah talking about, especially I understand there was some discussion from Utah about how to address intergenerational poverty issues and some new ways of thinking of things with your business partners about how to look at that.

So we're always excited to hear about different ideas and innovations that can help us learn, but also share the word with other grantees. So as you're uncovering new ways of doing things, please keep us posted.

We also just want to emphasize that the more you give us feedback on sessions like this, the better we can make the next one. I know LaMia mentioned we are sad that we were not able to see you face to face at this time, but we are excited to do something like this virtual event where we really -- we know it takes a few hours, three or four hours each day, but sort of this concentrated hit on a number of topics from a variety of people.

You know, we all have to stretch our resources and this is one of the ways we're trying to improve in doing that and so your feedback is really important there.

With that, I think I want to close. Again, I just want to say thank you to all of you for the time you've spent here and to the team for putting this session together. We hope that you'll -- we know we have some time for questions here at the end, but let us know what we can do for next time.

The good and the bad. What you want more of and what you need less of and we'll go from there. Thanks.

LAMIA CHAPMAN: OK. All right, here are some key takeaways. The Older Americans Act and WIOA share a vision for SCSEP's collaboration within the workforce system. SCSEP is an important component of both the orkforce system and the aging system services.

Coordinating services and sharing information with partner programs reduces duplication and strengthens your project. A few other key takeaways, strong grant management techniques that benefit your project and your participants, using smart strategies to engage workforce system partners, aging program partners and businesses contribute to a strong SCSEP project and effective service delivery models will lead to good performance.

So thank you and thank you so much, Amanda, for those kind words and thoughts. I know our grantee community appreciates them. And so let's now -- are there any questions?

MICHI MCNEACE: So if you have any questions for Amanda or LaMia at this time, please put that into the chat feature. It seems like there's some typing going on.

MS. AHLSTRAND: As people are typing, is it OK if I jump in? This is Amanda again. I did just want to say, you know, I know there's a couple of things on the horizon that people have talked about in past sessions, but we are looking at the process of transition to the new performance measures as well as the future prospects of the new case management system that we plan for next summer.

I just want to acknowledge that you are not alone in a long transition process. ETA is very aware of our role in getting you the resources you need to be successful in that transition. So A, we appreciate your patience with that; but B, know that we understand it.

I think that's been a really important thing across all the programs here at ETA that kind of each one has its own sequence of experience and progress as we transition to new performance reporting, but we're well aware of what that means; that different program areas are in different places, so I did just want to acknowledge that as well as something that's on the horizon and we know on many of your minds.

MS. CHAPMAN: Yes, yes, I know that that is. We have one comment question. It reads, I really enjoyed this webinar. Thank you. Is there a way to have breakout groups remotely to discuss challenges next time and to get some best practices from others?

Well, I'm going to have to hand that over to Jon.

MS. MCNEACE: Actually, we can answer that as our team. Our intent initially, when we put together the virtual conference, was to have this opportunity to do breakout groups, but it got to the point with, I guess timing, right, Jon? And just kind of pulling it all together to have those breakout groups took a little bit more back end technical thought process.

So yes, going forward, we would like to do that, to have the breakout group or peer to peer to come together and discuss challenges and successes and all that wonderful stuff.

MS. CHAPMAN: OK. There's another question that came in about please provide examples of successful training waiver applications, how many individuals were served and what specific training. Well, we can discuss more with you with that specifically on our all-grantee calls. We can get into that later.

And then I see one last one. "Did I hear one of you say we could have someone be trained on computers as their paid training? If so, what host agency do I put them in? I don't recall.

MS. MCNEACE: Do you want me to jump in?

MS. CHAPMAN: Yes, because I don't recall that.

MS. MCNEACE: So it was during our performance session where we talked about what if there isn't an appropriate community service assignment and we talked about putting them into training as well. So there is a component where you can put participants into pre-training prior to starting their community service assignment. However, they have to be assigned to a community service assignment before you do that.

So if you have a host agency that is going to require a participant to have at least a basic computer skill and they don't, but you have a perfect match, you can assign them to that host agency and then start the participant at a computer training course for, let's just say, for the sake of conversation, two weeks. Get the training and then they can start their community service assignment. So I hope that answers your question.

MS. CHAPMAN: Thank you, Michi.

MS. MCNEACE: You're welcome.

MS. CHAPMAN: We're going to go to the next slide. Well, now I'm going to introduce the national office. So I'd like to take a moment to acknowledge my awesome team in the Older Workers Unit.

We have Simi Cajina, which was previously Simi (Galante ?) who was just recently married. We have Irene Jefferson, Aaron Mitchell and Susanna Troxler. Our contract team, Michi McNeace with TwoTech, Lucinda Shannon and Ramona Winfree, also with TwoTech; and then we have Bennett Pudlin of Charter Oak Group and BCT Partnerships and the SPARQ team.

All right, here's a poll. Which conference strategies are you most likely to implement in your SCSEP project? All righty. As they come in, we have business engagement, aging engagement, workforce partnerships, performance, grant management. So let's see what we have. Oh.

MS. MCNEACE: Workforce partnerships, yeah, is in the lead.

MS. CHAPMAN: Yeah. That's great.

MS. MCNEACE: I feel like the session really drove WIOA integrations. Our grantees got it.

MS. CHAPMAN: Yes. Workforce partnership leads by a good 3.9 percent. OK. All righty. So I see that you all chose that. Now we have time for a few more final questions for either Amanda, Steve or myself. Please enter your questions into the chat box.

MS. MCNEACE: We had a question that came up, LaMia. It says is there an estimated time frame for getting the UE information or UI information to assist us with our follow up?

MS. CHAPMAN: Well, that's regarding our session we had earlier with the data, UI data. You want to take that?

STEVE RIETZKE: Sure. Hi, everybody, this is Steve. Thank you for sticking with this conference. Thank you, Amanda, for coming to close us out. We're glad to see that the feedback that you're entering and glad you're getting some value out of this.

So you know, this issue came up, I think on the first day there was a question that came up about access to UI wage records that would obviously help provide some more rigorous information about wages and employment for your participants.

At this point, I did actually look into this offline a little bit with our colleagues here. At this point, we don't have a specific timeline yet. You know, as we mentioned on that first day, we're working on it.

We're trying to figure out what we can provide in terms of access to SCSEP grantees for UI wage records. We still don't know exactly what that's going to look like. At this point, you know, it's looking like it may just be aggregated data at the grantee level, but we're still kind of working through the technical aspects of how that will play into performance reporting.

So just be aware that we're working on it and we're -- there's a bunch of technical stuff that we're trying to figure out. We'll keep you updated as we have updates and just know that we also -- we understand what you all, I think, are looking for and why it would be helpful.

It's just we may have to sort of operate within the constraints of these data sharing agreements and we don't quite know what that'll look like yet. So that's my long way of saying we're still figuring it out.

MS. CHAPMAN: Thank you, Steve.

MS. AHLSTRAND: I might just add one more bit of context to why we are still figuring it out. Part of the process of updating the data sharing agreement to comport with WIOA involves working with all states and redoing the previous agreement to include more programs from the get-go.

So that has been the initial and a substantial bit of time it's taken us to focus on, but that's partly why this is an evolving timeline, which is not a fast one, but it is a lot of back and forth with states and getting feedback from them and their unemployment insurance and legal teams about what needs to go in an agreement that fits all -- (inaudible). So that's why we are where we are.

MS. CHAPMAN: Right. Thank you. Thank you for weighing in, because you can imagine if you need a signature from every state, that might -- there's some complexity to it.

MS. AHLSTRAND: Yes. Yeah.

MS. CHAPMAN: OK. Before we end, well, we have one more question.

MS. MCNEACE: Yes, actually two comments.

MS. CHAPMAN: Well, it's two comments. The first one is if we can't get together in PY19 in D.C., could we consider regional meetings, perhaps with WIOA partners? Well, that is a good question and we'll have to look at that as we move forward.

I know through our CMS rollout, we may be able to work out something, but I don't want to commit to anything at this point. Another comment is, "Thank you very much, these sessions were very informative. Please continue to provide these types of forums." Thank you very much for that.

And the last one is do you have any idea what those TEGLs will be approved. Well, I did -- we did commit ourselves to putting out the ATSS TEGL within this program year, so that I can tell you, it will be in this program year.

So with that, I do want to say that you will receive an evaluation questionnaire shortly. Again, please give us your feedback about what worked and what didn't during the conference. What topic areas we could have expounded on, we really do welcome your ideas and feedback.

Now I'd like to take a moment to thank everyone who made this conference a success. Thank you to all of our speakers for sharing their insight, time and expertise with all of us. Thanks to the Older Worker Unit team for pulling this together. Yay.

And finally, thank you to our grantees and stakeholder community for your engagement throughout our conference. We appreciate all the work you all do to actualize the SCSEP mission and the Older Americans Act vision for helping older workers with multiple barriers to employment to achieve self-sufficiency and employment. OK.

MS. MCNEACE: And we would like to give special thanks to our Maher team.

MS. CHAPMAN: Yes. Maher, thank you.

MS. MCNEACE: Jon and Laura, thank you both for putting up with us.

MS. CHAPMAN: Again, thank you for joining us, and with that, enjoy the rest of your day.

MS. CASERTANO: All right and thanks again to everybody. Thanks for the presenters and participants, if you can just provide us that feedback one last time. There's two polling questions. Please load and answer those and the bottom left hand corner of the screen, you can let us know what you thought of this whole conference.

Let us know what you felt we did right or how we can improve. Also, a reminder, you can find a copy of the PowerPoint, the recordings and the transcripts of these sessions on Workforce GPS in about two business days.

The last thing is please don't forget to fill out that feedback survey that's going to be emailed to you immediately following today's session and then you'll get another one a month from now. So please don't forget to fill those out.

With that, have a great rest of your day, everyone.

(END)