

A. Senior Community Service Employment Program (SCSEP)

The Rhode Island Department of Labor and Training's (DLT) Workforce Development Services (WDS) Division has contracted with SER Jobs for Progress (SER) via a Request for Proposal (RFP) and SER has demonstrated the ability to place older individuals into meaningful community service assignments. In addition, the agency has been successful in achieving the required 40.8% entered employment rate for unsubsidized employment. We are always striving to increase our placement rates. DLT has contracted with SER for forty eight (48) slots. SER has in place designated Title V program staff members who oversee the program. They are responsible for training staff, recruiting enrollees, recruiting host sites, and locating employers. SER also assists in core and intensive training activities to enable enrollees to become job ready. They partner with the One-Stops and clients are co-enrolled.

Long-term projections for jobs in industries and occupations in the state that may provide employment opportunities for older workers. (20 CFR 641.302(d).) (May alternatively be discussed in the economic analysis section of the strategic plan.)

Rhode Island employment is expected to increase by more than 51,000 jobs during the 2012-2022 projection period as the state's economy continues to recover from recessionary losses. Employment in 2022 is projected to reach 545,550 an increase of 51,420 (10.4%) job from the 2012 employment level. Much of this growth is attributed to the increased demand for the products and services provided by the Health Care & Social Assistance; Accommodation & Food Services; Professional, Scientific & Technical Services; Administrative & Waste Services; Construction and Manufacturing sectors. Nationally employment is projected to increase by 10.8 percent.

Rhode Island Industry Projections by Economic Sector				
2012 - 2022				
	2012	2022		
	Projected	Projected	Numeric	Percent
	Employment	Employment	Change	Change
Statewide	494,130	545,550	51,420	10.4
Agriculture, Forestry, Fishing and Hunting	716	779	63	8.8
Mining	188	226	38	20.2
Utilities	1,055	1,000	-55	-5.2
Construction	16,002	20,250	4,248	26.6
Manufacturing	39,623	43,685	4,062	10.3
Wholesale Trade	16,843	17,100	257	1.5
Retail Trade	46,905	50,585	3,680	7.9
Transportation and Warehousing	9,780	11,015	1,235	12.6
Information	9,566	9,365	-201	-2.1
Finance and Insurance	23,310	24,950	1,640	7
Real Estate and Rental and Leasing	5,782	6,420	638	11
Professional, Scientific, and Technical Services	21,472	26,000	4,528	21.1
Management of Companies and Enterprises	10,513	13,200	2,687	25.6
Administrative & Waste Services	24,102	28,600	4,498	18.7
Educational Services	44,178	45,600	1,422	3.2
Health Care and Social Assistance	80,648	94,500	13,852	17.2
Arts, Entertainment, and Recreation	7,618	9,130	1,512	19.9
Accommodation and Food Services	44,131	49,550	5,419	12.3
Other Services (except Government)	17,370	18,200	830	4.8
Government	31,989	31,030	-959	-3
Self Employed & Unpaid Family Workers	42,300	44,325	2,025	4.8

Occupational Outlook

Rhode Island employment in 2022 is projected to reach 545,550 an increase of 51,420 (10.4%) from our 2012 employment. Much of this growth is attributed to the increased demand for the products and services provided by the Health Care & Social Assistance; Accommodation & Food Services; Professional, Scientific & Technical Services; Administrative & Waste Services; Construction and Manufacturing sectors.

Job openings result from the need to replace workers who leave an occupation and the need to fill vacancies created by business expansion. During the 2012-2022 projection period, it is estimated that employers will need to find workers to fill nearly 170,000 job openings. Nearly one-third of the job openings are attributed to the economic growth expected to occur during the projection period while over two-thirds of the jobs openings are due to replacement needs resulting from employee turnover. Several occupational groups are expected to grow at above average (10.4%) rates. Among the fastest growing occupational groups are Construction & Extraction (20.9%), Healthcare Support (20.4%), Personal Care & Service (18.2%), Computer & Mathematical (16.7%), and Business & Financial Operations (14.5%). These occupational groups are expected to generate over 17,000 new jobs during the projection period.

Occupational declines result from decreasing industry employment and from technological modifications. While all occupational groups are projected to have job gains: Protective Service (2.1%); Farming, Fishing, & Forestry (2.5%); Education, Training, & Library (4.5%); and Office & Administrative Support (5.8%) occupations are projected to grow at much slower rates. It is important to note that while job gains are below average, there will still be a demand for over 33,000 workers in these occupational groups resulting from new jobs and the need to replace workers who leave their jobs.

	Employment		Net Change	Percent Change	Openings Due To	
	2012	2022			Replacement	Growth
Total Occupations	494,130	545,550	51,420	10.41	115,950	53,798
Management Occupations	24,287	26,930	2,643	10.88	4,958	2,685
Business and Financial Operations Occupations	23,640	27,075	3,435	14.53	4,817	3,505
Computer and Mathematical Occupations	12,754	14,888	2,134	16.73	2,114	2,140
Architecture and Engineering Occupations	7,560	8,326	766	10.13	1,767	801
Life, Physical, and Social Science Occupations	3,645	4,019	374	10.26	999	380
Community and Social Service Occupations	9,942	11,247	1,305	13.13	2,308	1,314
Legal Occupations	3,965	4,382	417	10.52	639	417
Education, Training, and Library Occupations	31,806	33,234	1,428	4.49	6,550	1,455
Arts, Design, Entertainment, Sports, and Media Occupations	8,466	9,022	556	6.57	1,964	614
Healthcare Practitioners and Technical Occupations	36,275	40,886	4,611	12.71	7,456	4,662
Healthcare Support Occupations	19,971	24,044	4,073	20.39	3,793	4,087
Protective Service Occupations	10,788	11,014	226	2.09	3,081	439
Food Preparation and Serving Related Occupations	46,098	51,928	5,830	12.65	18,120	5,830
Building and Grounds Cleaning and Maintenance Occupations	18,212	20,245	2,033	11.16	3,796	2,036
Personal Care and Service Occupations	18,846	22,271	3,425	18.17	3,850	3,436
Sales and Related Occupations	50,222	53,319	3,097	6.17	15,040	3,271
Office and Administrative Support Occupations	76,016	80,393	4,377	5.76	16,125	5,338
Farming, Fishing, and Forestry Occupations	590	605	15	2.54	163	29
Construction and Extraction Occupations	19,420	23,488	4,068	20.95	3,047	4,082
Installation, Maintenance, and Repair Occupations	16,943	18,413	1,470	8.68	3,918	1,521

Production Occupations	30,927	33,576	2,649	8.57	5,986	3,239
Transportation and Material Moving Occupations	23,757	26,245	2,488	10.47	5,459	2,517

High Demand Occupations

The top fifty occupations with the greatest number of total openings represent numerous opportunities for finding employment in the years ahead. It is projected that during the 2012-2022 projection period, employers will need to fill nearly 170,000 jobs resulting from employee turnover and economic growth. These occupations will account for more than half of all job openings projected for Rhode Island.

Rhode Island High Demand Occupations by Annual Openings 2012 – 2022

Retail Salespersons	683	First-Line Supervisors: Retail Sales Workers	144
Waiters & Waitresses	535	Bartenders	133
Combined Food Prep & Serving Workers	527	Maintenance & Repair Workers, General	129
Cashiers	519	Dining Room & Bartender Helpers	128
Registered Nurses	413	Hosts & Hostesses	125
Nursing Assistants	388	Maids & Housekeeping Cleaners	125
Customer Service Representatives	327	Secondary School Teachers	123
Counter Attendants: Cafeteria & Coffee Shop	231	Receptionists & Information Clerks	118
Office Clerks, General	223	Management Analysts	117
Janitors & Cleaners	216	Teacher Assistants	117
Laborers:Freight, Stock, & Movers (Hand)	208	Team Assemblers	115
First-Line Supervisors: Office & Administrative Support Workers	197	Social & Human Service Assistants	110
Home Health Aides	196	Sales Representatives: (Wholesale & Manufacturing)	110
Personal Care Aides	194	Medical Secretaries	105
Landscaping & Groundskeeping Workers	188	Construction Laborers	101
General & Operations Managers	176	Elementary School Teachers	98
Childcare Workers	171	Automotive Service Technicians & Mechanics	93
Dishwashers	168	Packers & Packers, Hand	91
Accountants & Auditors	166	Tellers	91
Stock Clerks & Order Fillers	164	Financial Managers	88
Bookkeeping, Accounting, & Auditing Clerks	160	Food Preparation Workers	86
First-Line Supervisors: Food Preparation & Serving Workers	152	Hairdressers, Hairstylists, & Cosmetologists	86
Secretaries & Administrative Assistants	151	Electricians	80
Cooks, Restaurant	149	Software Developers, Systems Software	79
Carpenters	147	Heavy & Tractor-Trailer Truck Drivers	78

A discussion of how the long-term job projections discussed in the economic analysis section of strategic plan relate to the types of unsubsidized jobs for which SCSEP participants will be trained and the types of skill training to be provided. (20 CFR 641.302(d).)

The Rhode Island SCSEP program is concerned for the participants in the SCSEP program. According to the Rhode Island DLT's Labor Market Information (LMI) Unit, the following industries are projected to rank among the fastest growing from 2012 to 2022: Construction & Extraction (20.9%), Healthcare Support (20.4%), Personal Care & Service (18.2%), Computer & Mathematical (16.7%), and Business & Financial Operations (14.5%). These industries are not the common job skill training for SCSEP participants. The RI SCSEP participants lack the education and experience to apply for these positions. However, the SCSEP participants can be trained for the "supportive services" to these industries. Past trainings and Job placements have included positions such as Food Preparation and Service; Education, Training, and Library Services; Office and Administrative Support; Retail, Sales, and Related Services; Maintenance and Custodial Services; Personal Care and Service; Production, Assembly, Light Industrial; Protective Service; Transportation and Material Moving; Community and Social Services; Management; Healthcare; and Legal Services. This strategy has proven successful and will continue to be followed.

Current and projected employment opportunities in the state (such as by providing information available under W-P Section 15 (29 USC 491-2) by occupation), and the types of skills possessed by eligible individuals. (20 CFR 641.325(c))

Employment in Rhode Island is projected to grow at all education and skill levels, from jobs requiring less than a high school diploma to those requiring advanced degrees. During the 2012-2022 projection period, it is estimated that employers will need to find workers to fill over 170,000 new jobs and to replace more than 115,000 workers who will leave their jobs for various reasons. Parallel to the national distribution, jobs requiring a high school diploma for entry into an occupation represent the largest portion of the Rhode Island labor market. Thirty four percent (34%) of Rhode Island jobs require the minimum of a high school education; slightly below the nation percent (43.4%) in this category. More than 57,000 openings are projected for occupations at this educational level. Thirty two percent are jobs due to growth in the economy with sixty eight percent due to replacement needs.

Jobs requiring college degrees (Associate, Bachelor's, Master's or Doctoral) represent slightly less than a quarter of the current occupational distribution in Rhode Island.

Education Level	Annual Openings				
	2012	2022	Growth	Replacements	Total
Doctoral or professional degree	18,723	20,379	1,687	3,925	5,612
Master's degree	9,629	10,586	976	1,953	2,929
Bachelor's degree	87,835	97,587	9,913	18,328	28,241
Associate's degree	24,293	27,493	3,244	4,770	8,014
Postsecondary non-degree award	29,839	33,704	4,022	5,981	10,003
Some college, no degree	6,230	6,619	389	1,322	1,711
High school diploma or equivalent	190,318	206,604	18,180	39,470	57,650
Less than high school	127,263	142,578	15,387	40,201	55,588
Grand Total	494,130	545,550	53,798	115,950	169,748

Prior work experience in a previous occupation is required for fifteen percent of the occupations in our workforce. Ten percent of all occupations require from 1 to 5 years of work experience.

Work Experience	Annual Openings				
	2012	2022	Growth	Replacements	Total
5 years or more	13,893	15,457	1,584	2,594	4,178
Less than 5 years	50,969	56,176	5,375	10,638	16,013
None	429,268	473,917	46,839	102,718	149,557

Occupational distribution of the typical on-the-job training needed to attain competency for Rhode Island occupations.

Training Requirements	Annual Openings				
	2012	2022	Growth	Replacements	Total
Grand Total	494,130	545,550	53,798	115,950	169,748
Internship/residency	24,284	25,369	1,116	5,504	6,620
Apprenticeship	9,399	11,706	2,308	1,369	3,677
Long-term on-the-job training	23,120	24,736	1,914	5,201	7,115
Moderate-term on-the-job training	75,924	82,581	7,562	14,724	22,286
Short-term on-the-job training	192,352	211,559	20,051	54,102	74,153
None	169,051	189,599	20,847	35,050	55,897

National employer surveys also indicate the need for workers to have basic and “soft” skills now and in the future. For almost a decade, the National Association of Colleges and Employers has surveyed employers about their “most-wanted” skills. Transferable “soft skills” are those that are important to employers—regardless of the jobs pay or rank. The types of skills possessed by individuals eligible for and/or participating in the RI SCSEP are in line with the projected growth in employment opportunities in Rhode Island as well as the education and skill levels needed to fill those opportunities.

A description of the localities and populations for which projects of the type authorized by Title V are most needed (20 CFR 641.325(d).)

In Rhode Island the SCSEP equitable distribution consists of five slots in Bristol County; ten slots in Kent County; and thirty-three (33) slots in Providence County. Rhode Island residents 55 and older (older residents) account for 27.0 percent of the state’s population. Of the state’s population for whom poverty status is determined, 13.2 percent are living in poverty (100% or below poverty level) and 17.0 percent are living in or near poverty levels (125% or below poverty level). Older residents are less likely to be living at or near poverty levels than the population as a whole as 9.5 percent of those aged 55+ for whom poverty status is determined are living in poverty and 13.4 percent are living in or near poverty levels. Providence County has the greatest number of older residents living in or near poverty levels on both a numeric and percentage basis. A total of 24,922 Providence County residents 55 or older are living in or near poverty levels accounting for 16.6 percent of the county’s older population. In Kent County a total of 5,462 older residents are living in or near poverty levels accounting for 11.4 percent of the county’s older population.

In Bristol County a total of 1,322 older residents are living in or near poverty levels accounting for 9.1 percent of the county’s older population. Within Providence County seven cities and towns have more than 1,000 older residents living in or near poverty levels, including Providence (7,941), Pawtucket (3,687), Cranston (2,827), East Providence (2,025), Woonsocket (2,011), North Providence (1,243) and Johnston (1,221). Warwick (2,996), Coventry (1,106) and West Warwick (1,028), located in Kent County, are the only other Rhode Island cities or towns with more than 1,000 older residents living in or near poverty levels. On a percentage basis, the cities of Central Falls (32.6), Providence (26.8%), Pawtucket (21.3) and Woonsocket (21.2%), all located in Providence County, have the greatest share of older residents living in or near poverty levels. Demographic data for all individuals living at the poverty level, which accounts for over three-quarters of all those living in or near poverty levels, shows that women, both older and total population, are more likely to be living in poverty than men of the same age group. Older women account for 63.9 percent of the older

residents living at the poverty level, with older men accounting for 36.1 percent. Likewise, minority residents 55 and older are more likely to be living in poverty than the non-minority residents 55 and older, defined as a person whom is both white and non-Hispanic. There are 7,266 minority residents 55 and older living in poverty. They account for 24.7 percent of Rhode Island's older minority population (29,376). There are 18,777 non-minority residents 55 and older living in poverty. They account for 7.6 percent of Rhode Island's older minority population (245,665). However, older minority residents numbering 7,266 account for 27.9 percent of the 26,043 older RI residents living in poverty and older non-minority residents numbering 18,777 account for 72.1 percent of the older RI residents living in poverty.

A description of actions to coordinate SCSEP with other programs. This may alternatively be discussed in the state strategies section of the strategic plan, but regardless of placement in document, must include:

o Planned actions to coordinate activities of SCSEP grantees with WIA Title I programs, including plans for using the WIA One-Stop delivery system and its partners to serve individuals aged 55 and older. (20 CFR 641.302(g), 641.325(e).)

The RI DLT operates the One-Stop Delivery System, including the One-Stop Career Centers. The RI DLT has a Memorandum of Understanding (MOU) with the Greater Rhode Island Local Workforce Investment Board (Workforce Partnership of Greater Rhode Island) and the Providence/Cranston Local Workforce Investment Board (Workforce Solutions of Providence/Cranston). SCSEP information is shared with the One-Stop Career Centers, such as program eligibility requirements and priorities, open training slots, and workshop information. In addition, information is shared regarding the fastest growing industries, occupations and businesses that offer appropriate job opportunities for SCSEP participants. Also, SCSEP marketing materials, such as brochures and posters (including bilingual materials) are placed at the One-Stop Career Centers and updated and replenished during frequent visits. And, SCSEP staff and participants will continue to participate in Job Fairs at the One-Stop Career Centers. SCSEP participants assigned to the One-Stops as Older Worker Specialists will help Older Rhode Islanders access job information and obtain other One-Stop services that may be available to enhance employability. In addition, they will cross flow job market and training information between the One-Stop Centers and the SCSEP program offices. And, the RI DLT staff will disseminate information regarding training vacancies and refer potential applicants to the SCSEP program sub-grantee; SER. Exiting participants will be encouraged to continue their association with the One-Stop Career Centers. In particular, participants who have reached their individual durational limit for SCSEP services - but who have not yet obtained unsubsidized employment - will be referred to the One-Stop Career Centers for further job search and training support.

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

Rhode Island SCSEP collaborates with other Older Americans Act programs, such as the nutrition and adult day programs. These partnerships have led to the establishment of effective training assignments that provide much needed services to older Rhode Islanders. And, SCSEP participants have been hired by host training sites that provide OAA program services.

o Planned actions to coordinate SCSEP with other private and public entities and programs that provide services to older Americans, such as community and faith-based organizations, transportation programs, and programs for those with special needs or disabilities. (20 CFR 641.302(i).)

The SCSEP program collaborates and leverages resources with many organizations to provide training and supportive services for the participants. Some of these entities include host training sites, educational organizations, veteran representatives, vocational rehabilitation activities, and social service agencies. In addition, RI SCSEP coordinates with many agencies to help participants in need

of services such as subsidized housing or temporary shelters; no-cost medical and prescription programs; Catholic Charities; energy assistance; utility discounts; food stamps; Supplemental Security Income; reduced fares on transportation; the RI Food Bank; church-provided food and clothing; and, nutrition programs provided through the Older Americans Act. Also, the sub-grantees work to improve financial planning skills in collaboration with financial entities. For participants who will exit SCSEP without a job, referrals will be made to programs such as Foster Grandparents. Those exiting participants who wish to volunteer will be referred to opportunities such as through the American Red Cross, Salvation Army, United Way, Big Brothers Big Sisters and other organizations who seek people to contribute on a voluntary basis.

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

RI SCSEP will maintain close liaison with the Department of Labor's One-Stop Career Service Centers to monitor job market trends and opportunities. Working relationships will be maintained with the One-Stops, including Disability Specialists from the Office of Rehabilitative Services (ORS) and Veteran Representatives. Also, SCSEP participants will continue to be assigned as Older Worker Specialists at the One-Stops to facilitate a cross flow of information and to provide services. Also, job market information such as the Occupation and Industry Projections information will be considered when making training decisions. And, the state's four One-Stop Career Centers will continue to be consulted as they provide daily support in the transition of SCSEP participants to jobs. For example, sub-grantees will visit the One-Stop Centers on a frequent basis to discuss new programs, workshops, and training that can be offered to SCSEP participants.

o Actions to ensure that SCSEP is an active partner in the One-Stop delivery system and the steps the state will take to encourage and improve coordination with One-Stop delivery system. (20 CFR 641.335.)

RI SCSEP will continue its collaboration with the One-Stop system, including the One-Stop Career Centers and the Greater Rhode Island Workforce Investment Board and Providence/Cranston Workforce Investment Board. SCSEP program managers and staff visit the One-Stop Career Centers on a frequent basis to discuss and review the progress of the partnership and to learn about any new programs, workshops or training that may be available to Participants. In addition, the sub-grantee works closely with the staff assigned to the One-Stop Centers to secure services for appropriate Program participants. SCSEP marketing materials, such as brochures and posters (including bilingual materials) are placed at the Centers and updated and replenished during visits. SCSEP participants who are training as Older Worker Specialists at the One-Stop Career Centers will continue to provide guidance on how to access job information, write resumes, and access other services that may be available to help secure employment. Also, valuable information is shared with the One-Stop Career Centers, such as eligibility requirements and priorities; available jobs and open training assignments; and, workshop information. Access to intensive and training services will continue to be considered with the above collaborative actions. However, One-Stop Center training funds are used primarily for Rhode Islanders seeking full time work; and, most SCSEP participants are interested in part-time employment. As partners under the WIA, a Memorandum of Understanding for the Program will be updated with the sub grantee when appropriate.

The state's long-term strategy for engaging employers to develop and promote opportunities for the placement of SCSEP participants in unsubsidized employment. (20 CFR 641.302(e).) (May alternatively be discussed in the state strategies section of the strategic plan.)

RI SCSEP will continue to emphasize actions that transition participants to successful unsubsidized employment. A significant portion of that effort goes towards strengthening working relationships with the organizations that hire SCSEP participants and in establishing new relationships with potential employers. The Program develops job leads and identifies potential employers in the public and private sectors by advertising, attending job fairs, responding to ads in local newspapers, contacting

employers (in person, by telephone, and by letter), and offering the On-the-Job Experience (OJE) training option. Also, the Program will continue to use the Internet to access various job search sites in an effort to identify job opportunities for SCSEP participants. The SCSEP partnership with the One-Stop Career Centers will continue to be maintained and improved. For example, program participants are assigned to the One-Stops as Older Worker Specialists and facilitate a cross flow of information, such as job market trends and job openings. Also, the program managers and staff will routinely consult with the One-Stops. After each SCSEP participant has been transitioned to his or her unsubsidized job, follow ups will be accomplished with the successful person and his or her new workplace to facilitate long term employment. Also, the Program will maintain contact with the employers who have hired participants in the past to promote goodwill and future job prospects. Follow-up activities that are required by Program regulations, as well as more informal contacts, increase the probability of retention and of employers being receptive to SCSEP when additional jobs become available. Also, to foster good job retention and employer relations, emphasis will continue to be placed on sending qualified and suitable participants to each particular job interview. The typical SCSEP participant usually accepts only part-time employment with day time hours during the normal work week. Therefore, the program mostly targets community service organizations and small businesses, since these employers have more of the types of jobs that SCSEP participants are seeking. Also, because SCSEP participants do not normally accept relocations or extended commutes, the Program has primarily focused on the local, community job markets. A significant portion of the Program's unsubsidized placements occur when the host training sites hire the SCSEP participants that are assigned to them. Program managers and staff will continue to routinely visit host training sites to encourage them to hire their assigned SCSEP participants when there are job openings and available funds. The value and benefits of hiring their SCSEP-trained participants will continue to be emphasized.

The state's long-term strategy for achieving an equitable distribution of SCSEP positions within the state that:

o Moves positions from over-served to under-served locations within the state in compliance with 20 CFR 641.365.

RI SCSEP strives to provide equitable access to the program in accordance with the percentages of program-eligible residents' three counties. When there are changes to the ratios, authorizations will be redistributed among the three counties based on the new equitable distribution -- increasing positions where needed and decreasing training slots in over-served counties. However, current participants will not be impacted by any reallocations.

o Equitably serves rural and urban areas

Bristol County, Kent County and Providence County are considered urban areas. Within those counties there exist some towns that are considered urban communities. The cities of Providence, Pawtucket, Cranston and Warwick are all considered urban and the rest of the state rural. Again, RI SCSEP strives to ensure that training authorizations follow the equitable distribution percentage for each County.

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

To assist employment counselors in prioritizing participants with significant barriers to employment, SER utilizes a multifaceted approach to reach the hardest to serve. SER assesses and reassesses participants via a face to face interview, facilitated by the case manager. The assessment covers previous employment history and transferable skills; strengths and barriers; interests and hobbies; educational level; and previous training. SER also utilizes a variety of contacts to recruit those individuals and these contacts include Senior Centers; Churches and Faith Based Organizations; Homeless Shelters; Veteran's Organizations; Community Food Banks. Within all enrollment priorities those with poor employment prospects are given preference. These are individuals who are unable

to obtain employment without the assistance of SCSEP or other employment and training programs. Those included in this category are individuals who have limited or no work histories; are basic skills deficient; have limited English language proficiency; are displaced homemakers; are disabled; are homeless. The Program views the distribution of priority individuals across the State as being in line with the equitable distribution of program-eligible individuals across the three counties.

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

RI has one SCSEP Grantee and one Sub-grantee who each serves three Counties per the SCSEP equitable distribution as provided by the U.S. Department of Labor, which identifies each county's percentage of the state's program-eligible population. In 2013, out of a Rhode Island civilian labor force of 554,000 (those aged 16 and older) who were either working or actively seeking employment, 23.3%, or 129,000, were aged 55 and older. 96.9% of Rhode Islanders aged 55 and older have had their poverty levels determined. Of those individuals, 9.5% are below the poverty level.

The relative distribution of eligible individuals who:

o Reside in urban and rural areas within the state.

US Census Bureau estimates a 2013 total population for the State of RI at 1,051,511. Of Rhode Island's 863,702 working age (16+) residents, approximately 302,692 (35.0%) were aged 55 and older in 2013. Broken down by county, the 16+ populations (and corresponding distributions) of those over age 55 are as follows: Bristol County 40,738 (39.9%); Kent County 136,839 (38.4%); and, Providence County 510,973 (32.3%). This population distribution generally corresponds to the percentage of program-eligible Rhode Islanders in each county. Specifically, the three counties are allocated positions and funding based on the Equitable Distribution ratios that are in effect for each grant year (*as identified by the U.S. Department of Labor*). The ratios for the PY 2014 grant year are Bristol County 10%, Kent County 21%, and Providence County 69%.

o Have the greatest economic need *Greatest economic need* means the need resulting from an income level at or below the poverty guidelines established by the Department of Health and Human Services and approved by the Office of Management and Budget (OMB). (42 U.S.C. 3002(23).)

For those participants facing the greatest economic need RI SCSEP's partnership with local homeless shelters, food banks and other community agencies serving economically depressed mature individuals has led to the SCSEP program being able to serve the majority of participants who are at or below 100 percent of the Federal Poverty Level at the time of enrollment. Greatest social need and individuals described in "priority of service". The RI SCSEP reaches out to local minority communities through churches, schools and community networking to provide services to and engagement of disparate groups in all local service areas resulting in a consistently "meets or exceeds the performance" on the most-in-need measure.

o Are minorities

In RI, SER employees reflect the minority communities having a cultural understanding of minority perspectives, concerns, and needs. Minority residents 55 and older are more likely to be living in poverty than the non-minority residents 55, defined as white and non-Hispanic. There are 7,266 minority residents 55 and older living in poverty. They account for 24.7 percent of Rhode Island's older minority population (29,376) for whom poverty status has been determined.

There are 18,777 non-minority residents 55 and older living in poverty. They account for 7.6 percent of Rhode Island's older minority population (245,665) for whom poverty status has been determined. However, older minority residents numbering 7,266 account for 27.9 percent of the 26,043 older RI residents living in poverty and older non-minority residents numbering 18,777 account for 72.1 percent of the older RI residents living in poverty. RI SCSEP active participants are comprised of 48% minorities which is nearly double the ratio of minority versus non-minorities in RI.

o Are limited English proficient

The 2013 Community Service Survey reported that 28.6% of the foreign born population aged 5+ in RI spoke English “not well” or “not at all” in the home. RI SCSEP currently serves 27% limited English proficient participants and has consistently met that need for eligible SCSEP participants in RI.

o **Have the greatest social need (20 CFR 641.325(b).)** *Greatest social need* means the need caused by non-economic factors, which include: Physical and mental disabilities; language barriers; and cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, which restricts the ability of an individual to perform normal daily tasks or threatens the capacity of the individual to live independently. (42 U.S.C. 3002(24)).

According to the U.S. Census Bureau, of the 86,376 individuals aged 18-64 living below poverty, 21.0% have disabilities, while 79.0% do not. However, of the 65,000 individuals aged 18-64 with disabilities, 27.9% live below poverty, while 11.8% of the 579,952 18-64 years olds without disabilities live below poverty. Additionally individuals with disabilities aged 18-64 have an unemployment rate 8.0 percentage points higher than those without disabilities. As mentioned above, English proficiency is also a barrier to employment, however with the small geographic area involved with the state of RI geographic isolation is not a major barrier. 9.9% of all Rhode Islander’s aged 18-64 have a disability and RI SCSEP participants are comprised of 14% of disabled enrollees.

A description of the steps taken to avoid disruptions to the greatest extent possible, when positions are redistributed, as provided in 20 CFR 641.365; when new Census or other reliable data become available; or when there is over-enrollment for any other reason. (20 CFR 641.325(i), 641.302(b).)

The participants who were brought into RI SCSEP during the period of higher funding in PY10 and PY11 will not be terminated from the program due to lower funding levels. The funding reductions have been countered with reduced participant training hours; and, by maintaining an “attrition period” while the participant enrollment level is brought in-line with the funds available. Total enrollment will continue to be gradually reduced through normal attrition, such as through job placements; participant-initiated exits; individual durational limits; and, “for cause” terminations. Also, SCSEP managers will ensure that current Participants are not adversely impacted by the new census data that requires a redistribution of authorizations among the three counties during the PY 2014 grant year. Specifically, authorized positions will be redistributed according to the new Equitable Distribution ratios; however, changes to the actual enrollment levels in each County will only be adjusted through normal attrition.

o **The state’s long-term strategy for serving minority older individuals under SCSEP. (20 CFR 641.302(c).)**

Historically, the majority of participants in RI SCSEP have been minority individuals. For example, the recent U.S. DOL SCSEP minority report indicates that the state’s overall incidence of all minorities in the population was 24.9% while the SCSEP enrollment percentage was 54.1%. However, while the SCSEP enrollment of Blacks was significantly higher than this minority’s incidence in the State (16.3% versus 6%), SCSEP’s enrollment of Hispanics was about 226.3% of the incidence of this minority (e.g. 36.0% enrolled in SCSEP versus 15.9% residing statewide). *Reference: Senior Community Service Employment Program Analysis of Service to Minority Individuals, PY 2012 Volume II.* RI SCSEP has emphasized -- and will continue to focus on -- minority enrollments.

Specifically, organizations that are frequented by Hispanics are visited by the sub-grantees to provide outreach and recruit candidates for the program. Also, the program engages in job fairs and other events that are designed to make the Hispanic group inclusive. In addition, high quality flyers and literature in Spanish have been developed and distributed to reach this group. The sub-grantee has bilingual staff from time to time – which has proven to be very helpful for outreach, recruitment and participant support. The recruitment of bilingual staff, and participants that help administer SCSEP in the Program Offices and One-Stops, is on-going. And, the RI SCSEP enrollment levels for minorities in PY 2014 have been positive. For example, the percentage of minority enrollees through the fourth quarter of Program Year 2014 totaled 48%; and, the Hispanic enrollment level was 30%. RI SCSEP

sub-grantee will continue to recruit the minority population in many ways, such as: (1) contacting community agencies, minority churches and organizations that serve multi-cultural populations; (2) assigning participants to host training sites which serve and communicate with the minority population; (3) inviting guest speakers from the minority community to participate in SCSEP workshops; (4) asking all participants, including minority individuals, to make program referrals for family, friends, and other contacts.

A list of community services that are needed and the places where these services are most needed. Specifically, the plan must address the needs and location of those individuals most in need of community services and the groups working to meet their needs. (20 CFR 641.330.)

The Program views the distribution of community service needs across the State as being in-line with the equitable distribution of program-eligible individuals.

1) Needs of Individuals:

Many SCSEP participants are in need of various supportive services. The needs of individuals will be met so they can fully benefit from SCSEP services and be in the best position to obtain and retain unsubsidized jobs. Sub-grantee staffs will provide job-related or personal counseling directly; or, by referral to community resources that are better qualified to deal with particular problems. When the need is job-related, the counseling may also include the Participant's training site supervisor. If the sub-grantee cannot satisfy a Participant's personal or social need, there will be access to a full array of services through information and referral networks and procedures. Services include legal assistance, health care agencies, educational opportunities, Social Security benefits; and, clothing, housing, home heating fuel and transportation assistance. In addition, incidentals necessary for training site assignments (e.g. safety glasses, work shoes, etc.) will be obtained by referral to social agencies that may provide them without charge. If unavailable at no cost through local resources, the sub-grantees may procure the needed items.

2) Community Services and Supportive Services:

The work of collecting, monitoring, and analyzing community service needs is an ongoing process. SCSEP's service to a community is based primarily on the social and economic needs of the participants entering the program; and, on the demand for services within local communities. The identification of potential training sites is accomplished through community outreach efforts, such as through meetings with current and potential host training sites, to determine where the greatest needs for SCSEP assignments exist. Efforts also include frequent coordination with the One-Stop Career Centers and Rhode Island's Division of Elderly Affairs to monitor community needs. RI SCSEP initiates and maintains partnerships with area non-profit agencies that provide a wide range of services, including: adult day programs, child day care, food services, recreational facilities, health care, and social services. The current focus is on community service needs being supported through the state's network of senior centers, state service centers, housing agencies, shelters, and child care facilities.

Efforts are ongoing to expand the reach of SCSEP throughout the State. For example, there is an ongoing effort to recruit additional community service training sites in RI to compliment the existing sites. Existing sites include Boys and Girls Club; Channel One Ralph Holden Community Center; Comprehensive Community Action Inc; DaVinci Center; Federal Hill House; Fruit Hill Day Care; MET School; RI Donation Exchange; Senior Services, Inc.; St. Elizabeth Place; and St. Martin DePorres.

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

RI SCSEP has been successful for many years in providing work experience, supportive services and job search assistance to Older Workers and, in assigning productive trainees to community service agencies. The Program has helped Older Rhode Islanders become job-ready and to re-enter the workforce - while providing employers with trained individuals. There is one sub-grantee who serves three counties. The distribution of authorizations is based on the Equitable Distribution as provided by

U.S. DOL, which identifies each County's percentage of the state's program-eligible population. The Program Year 2014 grant funds 48 authorizations across the state, according to the following allocations: Bristol County – 5 slots; Kent County –10 slots; Providence County – 33 slots.

The sub-grantee has many years of experience in operating the SCSEP program; and has created well-established relationships with host training sites; employers; supportive service resources; and training providers. However, one strategic area that will continue to receive emphasis is Sub-grantee staff training. Significant changes to the Program during the past decade have placed greater emphasis on performance measures; and greater priority on enrolling those program-eligible individuals who are least marketable and who have the most barriers to employment. SCSEP personnel will need to continually increase expertise and knowledge to meet performance expectations; to effectively assist the targeted population in achieving long term employment; and to maximize the Program's contributions to community service. Such areas of expertise include job development; outreach and recruitment of partnerships, participants, training sites, and employers; counseling, case management and case note writing; participant files maintenance; and, market research and statistical analysis. Greater knowledge of the targeted population, such as the disabled, will also be needed to ensure continuous improvement. One recommendation is for U.S. DOL to place greater emphasis on arranging training that directly applies to effective SCSEP operations at the sub-grantee level (e.g. the staff training described above). Another recommendation is for U.S. DOL to increase nationwide outreach so that employers become more aware of SCSEP and its job-ready participants.

o The state's strategy for continuous improvement in the level of performance for SCSEP participants' entry into unsubsidized employment, and to achieve, at a minimum, the levels specified in OAA Section 513(a)(2)(E)(ii). (20 CFR 641.302(f).)

1) Targeting Jobs Effectively:

RI SCSEP has been most successful in placing its participants in unsubsidized employment with community service agencies -- especially with host training sites -- and in other service-oriented industries. The most prevalent occupations for SCSEP participants include jobs in maintenance and custodial work; as office clerks and receptionists; van drivers; child care workers; senior center program assistants; retail sales associates; housekeeping; food service; and, in customer service. The Program focuses on all areas of the state. However, many participants cannot - or prefer not to - have long commutes to and from work; so, all attempts will be made to identify and develop local job opportunities. Again, a significant portion of the Program's unsubsidized placements occur when community service training sites hire SCSEP participants that have been training at the sites. Therefore, program managers and staff will routinely visit host training sites and encourage them to hire their assigned SCSEP participants as funds becomes available. The value and benefits of hiring their trained participants will be emphasized. Also, the Program will require training sites to sign a Letter of Agreement that clearly describes the temporary nature of training assignments; and, which emphasizes the site's responsibility for considering qualified participants for jobs.

2) Working with the One-Stops Effectively:

The Program will continue to partner with the One-Stop Centers to monitor information on job openings and trends that will help identify current and future regional job opportunities. Information will be tracked regarding the fastest growing industries and the occupations and businesses that offer appropriate job opportunities for SCSEP participants. Also, future coordination will increasingly emphasize workforce development in view of demographic, economic and job market changes. In addition, SCSEP participants training as Older Worker Specialists will continue to be assigned at the One-Stop Centers to assist older job seekers; and, to cross flow job market and training information with One-Stop Center personnel and SCSEP program managers and staff. 3) Managing Durational Limits Effectively:

The Program will continue to provide quality support to each participant who is approaching his or her SCSEP durational limit (e.g. not employed after 48 months in the program). The sub-grantees will continue to train on individual durational limit requirements and extension waiver factors; transitional

planning and scheduling; conducting assessments; preparing and implementing transitional Individual Employment Plans; researching the local job market; and, on accessing all supportive services available to assist the SCSEP participants. When a participant receives an assessment 12 months before his or her durational limit date, a transitional IEP is developed and initiated. Also, a reassessment will be accomplished six months before the individual's durational limit date (or sooner, if needed); and, his or her transitional IEP will be updated during the reassessment. For individuals with good or reasonable job potential, transitional IEP actions may include polishing resumes and interviewing skills; enhancing job development and training efforts; making rotations; and/or using the OJE training option. In addition, to foster good employer relations during the transition process, emphasis will be placed on sending qualified and suitable participants to each job interview.

4) Training Participants Effectively:

Participant training is a key ingredient for successful program performance. The following training activities are ongoing and will continue to be emphasized:

a. In addition to providing quality work experience, the host training sites will be encouraged to make formal in-service and on-the-job training available for their assigned SCSEP participants. The intent is not only to increase effectiveness in the current assignment, but also to further prepare participants for unsubsidized employment. Training will be consistent with each participant's assessment and Individual Employment Plan. Also, computer training and experience will continue to be emphasized and provided by the sub-grantee; host training sites; and, by training sources under agreement with the sub-grantee. In addition, SCSEP will continue to collaborate with the local libraries and non-provide agencies that offer free training.

b. Workshops will continue to be provided by the sub-grantee, covering different aspects of the job-seeking process and topics relating to health, consumer information, transportation, social security and retirement security. Workshops include speakers from community service organizations, government agencies, and the local business community. In addition, workshops will continue to be arranged for specific skills -- such as customer service.

c. Participants seeking full time employment - who would improve their potential for transition into unsubsidized employment with skills training - will be encouraged to attend programs offered through the Workforce Investment Act's One-Stop Career Centers.