



SENIOR COMMUNITY SERVICE  
EMPLOYMENT PROGRAM (SCSEP)  
**STATE PLAN (DRAFT)**

*EFFECTIVE DATE: JULY 1, 2026*

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## FOREWORD

The Senior Community Service Employment Program (SCSEP) is a program administered by the Department of Labor. The SCSEP mission is to assist unemployed low-income persons who are 55 years of age and older and who have poor employment prospects, by training them in part-time community service assignments and by assisting them in developing skills and experience to facilitate their transition to unsubsidized employment. Iowa's SCSEP program is submitting a Stand-Alone State Plan for 2024-2027. Iowa's remaining core partners under the Workforce Innovation and Opportunity Act (WIOA), are submitting a Unified State Plan for 2024-2027.

In Iowa, federal funding provides for 505 training positions. National grantees are awarded the majority of all training positions through the national competition. The current national grantees in Iowa are National Able Network (ABLE) and the AARP Foundation. The State of Iowa is awarded the remaining slots. The National Grantees currently have 402 training positions, and the State of Iowa has 103 training positions. Iowa's state SCSEP grant is housed within Iowa Workforce Development and reports to the Department of Labor.

Iowa's SCSEP program is connected to and collaborates with Iowa WIOA Core Partners through the Local Workforce Boards and American Job Centers. This allows for open communication and collaboration on employment program modifications, system updates, referral processes, dissemination of information, and future planning.

Iowa's State sub-grantee is AARP Foundation. The Iowa SCSEP sub-grantee program is managed by the AARP Foundation SCSEP Project Director. The SCSEP Program Project Director provides leadership, training and supervision to participant assistants, works alongside participant assistants to complete and monitor program activities, provides information to American Job Centers (AJC) Managers and staff on the SCSEP Program, establishes public and private community partnerships, recruits and establishes host agency sites, and builds relationships with community employers.

Iowa's SCSEP Program Coordinator meets with their sub-grantee monthly, will begin meeting with Iowa's national grantees at least quarterly in 2026 and meets with a sample of host agencies and SCSEP participants at least annually to gain feedback on the SCSEP from their perspective. In addition to annual monitoring of host agencies and participant experiences, the Iowa SCSEP Program Coordinator monitors data collection and validation.

At the local level, SCSEP has a presence at the AJCs in Burlington, Cedar Rapids, Des Moines, Dubuque, Sioux City, and Waterloo. Participant Assistants work as grantee or sub-grantee staff and assist with potential participant intake, data entry, job search, soft and hard employment skill development, host agency placement support, verifying participant and program information, and business services. These collaborations provide a stronger network of supports to eligible Iowans aged 55 and older seeking employment.

## ■ Statutory Authority and Governing Law

- 42 U.S.C. 3056 (Older Americans Act Reauthorization Act of 2016, Pub. L. No. 114-144)

20 C.F.R. Part: 641- Provisions Governing the Senior Community Service Employment Program

- Iowa Administrative Code Chapter 871 – Workforce Development Department

## ■ Reporting State Plan Schedule

Activity	Issue Date	Effective Date	Location
<p><b>IWD will issue the Senior Community Service Employment Plan (SCSEP) State Plan effective for next fiscal year.</b></p> <p>This version will include changes to reporting requirements to begin in the fiscal year starting July 1.</p>	April 1	July 1	<a href="#">Senior Community Service Employment Program   Iowa Workforce Development</a>
<p><b>Revision: IWD will issue revisions to the current Senior Community Service Employment Plan (SCSEP).</b></p> <p>The revised version will include corrections or clarifications to existing information.</p> <p>New or modified reporting requirements for the current SFY reporting period will only be included when legislative action or administrative rule changes require it.</p>	April 1	April 1	<a href="#">Senior Community Service Employment Program   Iowa Workforce Development</a>

## ■ Executive Summary

Iowa's Senior Community Service Employment State Plan addresses Iowa's current and long-term job projections for industries and occupations that may provide employment opportunities for older workers. By assessing economic projections and accessing required skills for in-demand employment opportunities, grantees can create strategic plans to meet business and participant needs. The most in-demand industries are health care and social assistance, administrative, support and waste management, manufacturing, retail trade, transportation, finance and insurance, and educational services.

### Modification Context and Alignment with TEGL 07-25

This modification to Iowa's Senior Community Service Employment Program (SCSEP) State Plan aligns with TEGL 07-25 requirements, ensuring consistency with the Workforce Innovation and Opportunity Act (WIOA) State Plan strategic pillars and updated labor market information. The addendum incorporates refreshed economic and occupational projections based on the latest 2024 Labor Market Information (LMI) to reflect changes in high-growth sectors and emerging workforce needs. Additionally, this update summarizes stakeholder engagement activities, including listening sessions with participants, host agencies, employers, workforce partners, and community organizations, as well as the public comment process conducted to ensure transparency and inclusivity in shaping Iowa's SCSEP priorities for Program Years 2026–2027.<sup>1</sup>

The industries with highest projected growth currently employ the highest number of older Iowans. The industries employing the highest number of older Iowans are manufacturing, health care and social assistance, retail trade, finance & insurance, wholesale trade and transportation & warehousing. These industries currently employ nearly 66% of Iowans 55–99. Additionally, the same industries are reflected in the identified top ten in-demand occupations for SCSEP participants: Retail Salespersons, Cashiers, Combined Food Preparation and Serving Workers, Office Clerks, Customer Service Representatives, Janitors and Cleaners, Home Health Aids, Stock Clerks and Order Fillers, and Teacher Assistants.

The delivery and coordination of SCSEP program services uses participant data tracked by grantees, the Federal Department of Labor, and Iowa Workforce Development to monitor SCSEP services. Labor market information is also analyzed to determine areas of program improvement and strength. Additionally, this assists grantee staff and

participants to select an in-demand job goal for their Individualized Employment Plan. By collaborating with core partners and community providers, participants receive a higher volume and quality of services more quickly. Additional wrap around services are more easily accessible for participants when grantee staff are co-located and actively engaged in American Job Centers. This also allows for co-enrollment and access to additional training and resources for participants.

In the Workforce Needs Assessment released in 2023, surveyed employers reported that they perceived the following lack of skills among applicants: Occupational Hard Skills (65.0%), Interpersonal Soft Skills (95.3%) and Basic Skills (20.8%). Occupational Hard Skills are the technical and knowledge skills that directly apply to a job. In general, occupational skills include analytical skills, physical ability, knowledge, and experience. Older workers often have vast work histories and experiences to offer employers. By connecting older workers with apprenticeships, literacy, computer, and other training, we assist the participant in addressing any career specific knowledge and skill gaps. This training can occur at the host agency training site, American Job Center (AJC), apprenticeship site, educational entity, or other community training sites.

Grantee trainings, calls, and agreed processes allow for communication and coordination around Iowa's SCSEP strategic plan and outcomes. Continued support and education for staff working for AJC's and other community agencies remains a focus for all grantees. Outreach, education, and media efforts continue to be a focus for all SCSEP grantees to expand our relationship networks and service delivery system.

Though continued assessment of Iowa's population served by SCSEP and the federally regulated entity, Department of Labor (DOL), equitable distribution of training positions is better understood. Challenges continue in serving rural communities. These challenges encourage grantees to find innovative solutions, expand outreach efforts, and target service delivery for populations most-in-need. Grantees continue to provide information, offer trainings, build relationships with employers, and develop relationships with organizations to strengthen referral sources. In conjunction with national grantees, the Iowa SCSEP Program Coordinator will share information about the SCSEP program, connect Iowa community organizations with the local SCSEP grantees, and identify advantages to hiring diverse and aging populations. Additionally, all grantees in Iowa will increase recruitment efforts in any underrepresented populations participating in SCSEP, such as the Asian population in Iowa.

To ensure service delivery is in compliance with federal regulations and to maintain equity among grantees, grantees have developed processes for referrals, waitlists, enrollment imbalances, and changes in training position distributions. These four processes are discussed on grantee quarterly calls and as needed between grantees. This assists grantees in providing quality services to participants and stronger grantee relationships.

The State of Iowa Senior Community Employment Program's strategic plan, State Plan, and supporting documentation details the service delivery and future success of the program.

### Strategic Plan

Mission: Assist unemployed low-income persons who are 55 years of age and older and who have poor employment prospects, by training them in part-time community service assignments and by assisting them in developing skills and experience to facilitate their transition to unsubsidized employment.

#### Focus Areas:

- Service Delivery:
  - Iowa grantees will continue to strive for equitable distribution by continuing to develop strategies to improve relationships, strengthen program infrastructure, and establish a system of support to improve service delivery. These will be accomplished through increased collaboration with American Job Centers, including annual training (at minimum) for AJC staff on SCSEP, participation in local recruitment events, and increased training for SCSEP staff regarding services available through the Workforce System in each local area. SCSEP staff will participate in training to increase case management effectiveness, sharing of program success stories, creating a stronger media presence, job development, and business services.
  - In order to improve SCSEP services and achieve enrollment throughout the state, each grantee will be encouraged to create a plan to serve the counties with higher unemployment, poverty rates, and populations that are underserved by SCSEP in Iowa
- Economic Analysis:
  - Host agency training positions will be targeted and recruited within industries with growing occupational demands
  - SCSEP participants will prepare for Individualized Employment Plan (IEP) employment goal by completing trainings, certifications and classes which will be documented on their IEP and in grantee quarterly reporting to the Federal Department of Labor (DOL)

- Poverty rates and unemployment rates will continue to be monitored by Iowa SCSEP Program Coordinator
- Trainings and Certifications:
  - Assist older workers in identifying and obtaining desired training and certification to obtain meaningful employment
  - Assist participants in obtaining a higher-level employment where training certification is required
  - Provide consultation to participants on growing their skills to match occupational demands before setting an IEP job goal
- Host Agency Development:
  - Identify expanding occupations and industries by utilizing current labor market information
  - Target training position development appropriate for seniors
  - Improve SCSEP participants' entry into unsubsidized employment
- Community Partner Collaboration:
  - Grantees will contact their American Job Center (AJC) offices to utilize job club workshops taking place, allowing SCSEP participants to integrate with all other job seekers
  - Grantees will attend local area or local office business service team meetings to promote their participants for employment opportunities and to learn of upcoming events that might be of use for recruitment of participants or host agencies
  - Continue to develop partnerships with community agencies to increase referral sources
  - Continue to increase outreach efforts to community agencies about open training positions
  - Coordinate provider efforts to identify the following common needs: transportation services, affordable housing, job development, and business services.
  - Continued training on resources available through the AAAs
  - Increase co-enrollment with WIOA programs
  - Develop one-page overall SCSEP informational sheet tailored to each AJC and local area (including grantee contacts for the area)
- Serving Diverse and Most-In-Need Populations:
  - Encourage grantees to make progress in serving eligible individuals in diverse and most-in-need populations
  - One or more grantees will provide training to each local workforce area annually regarding the SCSEP, enabling better referrals to the program
  - When possible, one or more grantees will attend the twice-yearly AJC in service trainings, to achieve greater understanding of the One-Stop System and how the SCSEP fits as a required partner

- Locate organizations resettling refugees and working with immigrant populations to share information about the SCSEP program
- Develop a plan to connect immigrant and refugee population organizations with the local SCSEP grantees
- Identify employers open to hiring immigrants and refugees and share this information with community agencies and grantees

**Alignment with TEGL 07-25 Strategic Pillars**

Iowa's SCSEP strategies are aligned with TEGL 07-25's Five Strategic Pillars:

- **Industry-Driven Strategies:** Expand partnerships with employers in high-growth sectors and promote registered apprenticeships.
- **Worker Mobility:** Support competency-based assessments, credential attainment, and benefits navigation to improve career progression.
- **Integrated Systems:** Strengthen integration with American Job Centers (AJCs) and WIOA programs, streamline intake processes, and enhance virtual service delivery.
- **Accountability:** Increase transparency in performance reporting and adopt evidence-based practices to validate training effectiveness.
- **Flexibility & Innovation:** Encourage use of WIOA waivers, pilot rapid reskilling initiatives, and incorporate AI literacy training to prepare older workers for evolving labor markets.<sup>1</sup>

# Chapter One: General Reporting Instructions

This chapter identifies the software systems, report deadlines, and report submission requirements.

## A. Reporting Requirements

The current service reporting software system is SCSEP Performance and Results is GPS, administered through contract by the United States Department of Labor’s Employment and Training Administration.

## B. Official Reports and Due Dates

Quarterly Reports	Refer to ...	Due Date	Submission Method
<b>Department of Labor (DOL) Grant Program Report</b>	Chapter 2	45 calendar days after end of each Quarter: November (Q1), February (Q2), May (Q3), and August (Q4)	E-mail to Dept. of Labor <a href="mailto:grants.scsepdocs@dol.gov">grants.scsepdocs@dol.gov</a> and Federal Project Officer, <a href="mailto:holzberg.jenna@dol.gov">Jenna Holzberg, holzberg.jenna@dol.gov</a>

Annual Reports	Refer to ...	Due Date	Submission Method
<b>Program Year Grant Application:</b> -Description of Costs on SF-424 <b>Budget Information Form</b> -Budget Narrative (SF-424A) -Indirect Cost Rate Agreement -In Kind Match Report -Supervision Hours Timesheets -Attachment B: Programmatic Narrative -Attachment C: Programmatic Assurances - Attachment D: Optional Special Requests	Chapters 2-5	July 1	E-mail to <a href="mailto:grants.scsepdocs@dol.gov">grants.scsepdocs@dol.gov</a> and <a href="mailto:holzberg.jenna@dol.gov">copy Federal Project Officer, Jenna Holzberg, holzberg.jenna@dol.gov</a>

## ■ Chapter Two: Iowa Economic Projections and Impact

- A. Discuss 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)). Alternately, States may discuss this in the economic analysis section of strategic plan, if submitting a Combined State Plan.
- B. Describe 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 skills training provided. (20 CFR 641.302(d)).
- C. Discuss current and projected employment opportunities in the state (such as by providing information available under §15 of the Wagner-Peyser Act (29 U.S.C. 491-2) by occupation), and the types of skills possessed by eligible individuals. (20 CFR 641.325(c)).

### A. Long-term Projections for Employment in Iowa

According to the Iowa Workforce Development Labor Market Information Division, the number of individuals employed in Iowa is 1,669,900. During calendar year 2022, the working population increased every month leading to a 68.2% labor force participation rate. The latest figures show that 23.3% of this labor force are age 55 and older.

The industries currently adding the most jobs are Healthcare and Social Assistance, Educational Services, and Administrative, Support, and Waste Management Services. The following table shows the long term (2020-2030) statewide industry sector employment projections. The projections are listed from those employing the highest percentage of the total workforce to the lowest percentage and notes the increase or decrease in employment in each of these sectors.

These projections identify emerging high-growth sectors such as healthcare, advanced manufacturing, transportation, and professional services. SCSEP training positions will be aligned with these sectors to ensure participants gain skills relevant to in-demand occupations.<sup>1</sup>

Table 1. Iowa Statewide Industry Projections (2020–2030), Research and Reporting Bureau, Iowa Workforce Development

*Iowa Workforce Development, Labor Market Information Division, Industry Projections*

Table 2 (below) shows the occupations projected to be the most in need (occupations

Industry Description	NAICS Code	2020 Base Estimated Employment	2030 Projected Employment	Employment Numeric Change	Employment % Change (Overall)
Health Care and Social Assistance	62	210,560	246,530	35,970	17.1%
Educational Services	61	171,975	190,675	18,700	10.9%
Administrative, Support, and Waste Management	56	61,500	79,630	18,130	29.5%
Construction	23	76,805	93,995	17,190	22.4%
Professional, Scientific, and Technical Services	54	52,385	63,565	11,180	21.3%
Warehousing and Storage	49	21,660	32,550	10,890	50.3%
Retail Trade	44	121,570	132,435	10,865	8.9%
Transportation	48	48,895	58,965	10,070	20.6%
Machinery Manufacturing	33	107,030	116,220	9,190	8.6%
Other Services	81	55,405	63,895	8,490	15.3%
Food Manufacturing	31-32	109,420	117,235	7,815	7.1%
Finance and Insurance	52	94,935	101,910	6,975	7.3%
Management of Companies and Enterprises	55	21,000	25,965	4,965	23.6%
Government	91	82,215	87,040	4,825	5.9%
General Merchandise Stores	45	46,395	51,145	4,750	10.2%
Accommodation and Food Service	72	102,285	105,214	2,929	2.9%
Arts, Entertainment, and Recreation	71	16,495	19,360	2,865	17.4%
Wholesale Trade	42	64,830	67,090	2,260	3.5%
Agriculture	11	3,585	5,130	1,545	43.1%
Real Estate and Rental Leasing	53	14,350	15,695	1,345	9.4%
Publishing Industries	51	19,120	19,745	625	3.3%
Mining	21	2,240	2,355	115	5.1%
Utilities	22	6,060	6,160	100	1.7%

with a growth of more than 1,300 positions). The currently established SCSEP training

positions and the occupation projections are closely aligned. These aligned ten occupations include: Home Health & Personal Care Aides, Retail Salespersons, Stockers & Order Fillers, Fast Food & Counter Workers, Janitors & Cleaners, Teaching Assistants, Customer Service Representatives, and Sales Representatives. Applicable SCSEP occupations are denoted below with a red asterisk. The aligned occupations account for 249,945 of Iowa's Total Number of Employment Positions Projected for 2030.

**2020-2030 STATE OF IOWA OCCUPATIONAL PROJECTIONS**

Occupational Title	Employment				Total Annual Openings
	2020 Estimated	2030 Projected	Numeric Change	Annual Growth Rate (%)	
Heavy & Tractor-Trailer Truck Drivers	44,860	53,505	8,645	1.9	6,215
*Home Health & Personal Care Aides	23,885	31,585	7,700	3.2	4,115
*Retail Salespersons	39,695	45,440	5,740	1.4	6,470
Laborers & Freight, Stock, & Material Movers, Hand	31,120	36,815	5,695	1.8	5,010
*Stockers & Order Fillers	20,305	25,315	5,010	2.5	4,025
Cooks, Restaurant	11,320	16,110	4,790	4.2	2,460
Registered Nurses	33,105	37,070	3,965	1.2	2,215
*Fast Food & Counter Wkrs	35,340	39,205	3,865	1.1	7,940
*Janitors & Cleaners, Ex Maids & Housekeeping Cleaners	25,990	29,850	3,855	1.5	4,085
Construction Laborers	13,610	16,905	3,290	2.4	1,810
Waiters & Waitresses	20,360	23,640	3,285	1.6	4,570
Nursing Assistants	22,880	25,725	2,845	1.2	3,215
Light Truck or Delivery Services Drivers	11,915	14,735	2,820	2.4	1,730
Farmers, Ranchers, & Other Agricultural Mgrs	86,595	89,380	2,785	0.3	8,765
Bartenders	8,665	11,270	2,605	3.0	1,920
Software Developers & Software Quality Assurance Analysts & Testers	9,960	12,335	2,375	2.4	1,040
Maids & Housekeeping Cleaners	10,080	12,450	2,370	2.4	1,725
Elementary School Teachers, Ex Special Education	21,430	23,710	2,280	1.1	1,825
Passenger Vehicle Drivers, Ex Bus Drivers, Transit & Intercity	8,285	10,525	2,240	2.7	1,310
Medical & Health Services Mgrs	5,930	8,150	2,220	3.7	755
Maintenance & Repair Wkrs, General	15,245	17,365	2,120	1.4	1,740
Electricians	8,570	10,695	2,120	2.5	1,200

*Teaching Assistants, Ex Postsecondary	19,180	21,245	2,065	1.1	2,055
General & Operations Mgrs	12,580	14,545	1,960	1.6	1,310
Industrial Truck & Tractor Operators	9,780	11,725	1,950	2.0	1,345
Accountants & Auditors	11,870	13,745	1,880	1.6	1,305
Landscaping & Groundskeeping Wkrs	10,030	11,895	1,865	1.9	1,600
Project Management Specialists/Business Operations Specialists, All Other	10,935	12,760	1,825	1.7	1,040
Security Guards	6,315	8,100	1,785	2.8	1,120
*Customer Service Reps	30,445	32,195	1,745	0.6	4,110
Financial Mgrs	7,430	9,175	1,745	2.3	760
Industrial Machinery Mechanics	6,180	7,865	1,685	2.7	765
Personal Service/Entertainment/Rec Mgrs, Ex Gambling; & Mgrs, All Other	19,350	20,920	1,570	0.8	1,610
Secondary School Teachers, Ex Special & Career/Technical Education	14,515	16,080	1,565	1.1	1,185
First-Line Supvs of Food Preparation & Serving Wkrs	9,345	10,885	1,540	1.6	1,635
Carpenters	9,300	10,750	1,450	1.6	1,060
Fitness Trainers & Aerobics Instructors	3,515	4,965	1,450	4.1	795
Medical Assistants	5,215	6,640	1,425	2.7	830
First-Line Supvs of Construction Trades & Extraction Wkrs	6,950	8,350	1,400	2.0	850
Coaches & Scouts	5,195	6,580	1,385	2.7	945
*Sales Reps of Services, Ex Advertising/Insurance/Financial/Travel	5,840	7,220	1,380	2.4	875
*Sales Reps, Wholesale & Manufacturing, Ex Technical & Scientific Products	16,525	17,890	1,365	0.8	1,810

Table 2. State of Iowa Occupational Projections (2020–2030), Labor Force and Occupational Analysis Bureau, Iowa Workforce Development

The average industry employment for those ages 55–99 is listed in the following table. The industries employing the highest number of older Iowans are manufacturing, health care and social assistance, retail trade, finance & insurance, wholesale trade and transportation & warehousing. These industries currently employ nearly 66% of Iowans 55–99.

Table 3. Iowa’s Industry Employment for Ages 55–99, 2022 Labor Market Information Division, Iowa Workforce Development

Individuals 55 to 99 Years Old Industry	2022	
	Employment	%
<b>Manufacturing</b>	55,299	18.4%
<b>Health Care and Social Assistance</b>	44,277	14.7%
<b>Retail Trade</b>	40,172	13.3%
<b>Finance and Insurance</b>	20,751	6.9%
<b>Wholesale Trade</b>	19,378	6.4%
<b>Transportation and Warehousing</b>	18,429	6.1%
<b>Construction</b>	16,183	5.4%
<b>Accommodation and Food Services</b>	15,532	5.2%
<b>Administrative and Support and Waste Management and Remediation Services</b>	14,231	4.7%
<b>Professional, Scientific, and Technical Services</b>	13,081	4.3%
<b>Other Services (except Public Administration)</b>	10,044	3.3%
<b>Educational Services</b>	7,248	2.4%
<b>Management of Companies and Enterprises</b>	6,258	2.1%
<b>Agriculture, Forestry, Fishing and Hunting</b>	5,193	1.7%
<b>Arts, Entertainment, and Recreation</b>	4,577	1.5%
<b>Information</b>	4,338	1.4%
<b>Real Estate and Rental and Leasing</b>	4,191	1.4%
<b>Utilities</b>	1,448	0.5%
<b>Mining, Quarrying, and Oil and Gas Extraction</b>	697	0.2%
<b>Total</b>	<b>301,327</b>	<b>100%</b>

Census: Longitudinal Employer–Household Dynamics QWI Explorer

The industries from Iowa’s Industry Employment for Ages 55–99 (Table 3), that match Table 2 representing projected occupational growth include: manufacturing, health care and social assistance, retail trade, accommodation and food services, educational services, finance and insurance, transportation and warehousing, and administrative

support. These industries are employing a higher number of individuals ages 55–99 and are also projected for substantial future growth by 2030. The occupations in these industries include retail salespersons, cashiers, food service workers, office clerks, customer service representatives, stock clerks, janitors, home health aides, and teacher assistants. These are obtainable unsubsidized employment positions that can utilize the entry level skills, certifications, and training completed by participants while training with their host agencies.

According to Iowa’s SCSEP data, a high percentage of participants are currently training at host agencies that specialize in the industries of educational services, retail trade, accommodation and food service, manufacturing, education and transportation and warehousing. Host agency training experiences assist participants in developing industry knowledge and transferable skills that will support ongoing employment and prepare them for future jobs. Transferable skills necessary to attain employment and succeed include service delivery, processing, handling, observing, monitoring, mentoring, deploying workplace rules and guidelines. On-the-job experience and training at the host agencies provide participants with entry-level technical skills, however, for more technical occupations additional training or certification may be needed. As industry personnel requirements continue to evolve, more support and training will be necessary to assist older workers in closing skill gaps to obtain their desired employment positions. The development of training positions that meet the state’s economic needs and the interests of participants will continue to be a priority in Iowa.

By assisting participants to identify positions in growing industries and promoting an understanding of Iowa’s current labor market, participants are better able to make an informed choice as they develop their Individual Employment Plan (IEP) job goal. To create IEP job goals the participant and grantee staff utilize interest assessments, labor market research, strengths, and a transferable skills analysis. SCSEP staff can assist the participant in identifying positions that are in high-demand industries, which align with their talents, skills and abilities. This process will cooperatively lead to successful employment outcomes that will enable the participant as well as the employer.

## B. Education and Training Opportunities

In evaluating Iowa’s most in-demand occupations and the ones best suited for SCSEP participants, an examination of required skills, and qualifications were found on O\*NET Online (<https://www.onetonline.org>). Occupations were identified that most favor the

SCSEP program such as retail salespersons, cashiers, office clerks, food preparation workers, janitors, customer service representatives, stock clerks, home health aides, delivery drivers, and teacher assistants. A majority of the professions listed require a high school diploma as the educational entry point, and 74% of Iowa SCSEP participants have an education level of high school diploma, 1 or more years of completed college coursework, or an associate's degree, readily qualifying them to meet the in-demand jobs available.

For occupations where less than a high school diploma is required, applicants may be suitable for entry level jobs such as janitors, food preparation workers, or delivery drivers. Occupational growth and job progression are possible and attainable at most skill or education levels.

In addition to educational training, soft skills and employability skill development are available for participants, if needed. Host agency supervisors evaluate participants' growth based on participant training performance. Participants are evaluated on their attendance, ability to follow work processes and directions, and ability to be part of a team. Results of training performance are shared by SCSEP and host agency supervisors to celebrate participants' hard work and to collaborate on solutions for areas of improvement. Often for those who have been out of the workforce soft skills development may be necessary for areas such as conflict management, behavior in the workplace, and time management skills. When problems are identified the SCSEP grantee staff and host agency supervisor develop a work improvement plan to ensure additional training is provided.

For the 13.5% of participants who have not earned a high school diploma or equivalent, they will be encouraged and supported to do so through the local American Job Center (AJC) and community college. If a participant elects to enroll in this training, it will be identified on their Individualized Employment Plan (IEP) and completed concurrently with host agency training.

Every participant enrolled in the SCSEP program is expected to improve their job seeking and job readiness skills through trainings, certifications, and/or classes. This expectation is communicated at intake and documented as part of each participant's IEP. Most participants have access to the classes offered by local AJCs. Examples of AJC classes include resume writing, interviewing skills, interpersonal skills, and entry level computer skills. The sharpening and development of these skill sets can assist participants in

securing employment and add skills to their resumes. During an interview, the classes provide assurance to prospective employers that they are willing to and capable of learning new things.

For those individuals who cannot access AJC classes on site, training may be taken through an online format. All Iowa grantees offer basic computer training, if it is needed by a participant. Once the participant has some confidence, they are linked with an online training format. Once again, the grantee staff will provide information and connect participants to the identified online training sites. All SCSEP participants are expected to spend time each week learning new job seeking and job readiness skills.

Another primary goal of the SCSEP is to assist the participants in obtaining a higher-level employment where training certification is required. Examples of available short-term training certifications are Direct Care Professional, Patient Intake and Billing, Administrative Support Professional, Commercial Vehicle Operator Training (Class A CDL), Forklift Driver, or Food Safety. Participants are referred to a community college or other training entities for training available and related to their IEPs. SCSEP program staff will help the participant obtain information about the financial aid packages available, and partner programs that might be able to pay for the training needed.

Iowa Workforce Development is responsible for registered apprenticeships in Iowa. SCSEP participants can be referred to registered apprenticeship opportunities that meet their career goals, as well. Some of these programs have funding tied to them to pay for the related training instruction portion of the program and/or wage reimbursement.

Information on Registered Apprenticeships and opportunities in Iowa can be found on the Iowa Workforce Development website ( [The Iowa Office of Apprenticeship | Iowa Workforce Development](#) ) Communication and business relationship development will be initiated by SCSEP staff in conjunction with Iowa Workforce Development to connect participants to businesses offering apprenticeship opportunities. Upon completing a registered apprenticeship program, the participant will receive a certification that awards an industry recognized credential. The quantity and variety of registered apprenticeships continue to expand in the state of Iowa.

For participants who have a disability, referrals to Iowa Vocational Rehabilitation Services (IVRS) will be made. IVRS can provide qualified participants disability counseling and guidance, support with requesting accommodation, obtaining needed assistive

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technology, required training classroom materials (such as tools or clothing), and financial assistance for their education.

SCSEP participants who are interested and eligible will be co-enrolled in the WIOA Title I adult program. Through WIOA Title I enrollment, training funds can be provided. For participants that qualify for SCSEP, IVRS, and WIOA Title I services, these community partners will work together with SCSEP program staff to coordinate services, financial assistance, and support for participants. If there are no other funding options available, SCSEP training funds will be utilized.

### C. Iowa Employment Opportunities Skill Requirements and Evaluation

The current and projected needs for employees closely align with the occupations older workers are seeking. Table 2 demonstrates the most in-demand occupations include: retail sales, cashiers, food service workers, customer service representatives, stock clerks, janitors, healthcare personal aids, and teacher assistants. Understanding the required skills for each of these professions is important to prepare the participants for these positions. O\*Net OnLine lists the educational requirements, skills, and work context for these job categories below.

#### **Retail Salespersons**

- Education: High School Diploma or Below
- Skills: Active listening, persuasion, speaking, service orientation, and negotiation.
- Work Context: Phone, contact with others, deal with external customers, face to face discussions, and work with a team.

#### **Cashiers**

- Education: High School Diploma or Below
- Skills: Active listening, service orientation, speaking, mathematics, and social perceptiveness.
- Work Context: Contact with others, spend time standing, deal with external customers, telephone, and indoors.

#### **Office Clerks**

- Education: High School Diploma

- Skills: Active listening, reading comprehension, speaking, social perceptiveness, and time management.
- Work Context: E-mail, phone, contact with others, sitting, and some freedom to prioritize.

#### **Food Preparation Workers**

- Education: High School Diploma or Below
- Skills: Active listening, coordination, service orientation, social perceptiveness, and speaking.
- Work Context: Standing, time pressure, work with team, coordinate with others, and contact with others.

#### **Janitors**

- Education: High School Diploma or Below
- Skills: Active listening.
- Work Context: Standing, face to face discussions, indoors, freedom to make decisions, and unstructured work.

#### **Customer Service Representatives**

- Education: High School Diploma
- Skills: Active listening, speaking, service orientation, reading comprehension, and critical thinking.
- Work Context: Phone, contact with others, e-mail, face to face discussions, and accuracy.

#### **Stock Clerks**

- Education: High School Diploma
- Skills: Active listening, coordination, speaking, and time management.
- Work Context: Face to face discussions, accuracy, contact with others, time pressure, and work with group or team.

#### **Teacher Assistants**

- Education: High School Diploma
- Skills: Active listening, speaking, instructing, social perceptiveness, and coordination.

- Work Context: Work with a group, contact with others, face-to-face discussion, physical proximity, and indoors.

#### **Healthcare Personal Aids**

- Education: High School Diploma
- Skills: Social orientation, active listening, social perceptiveness, speaking, and monitoring.
- Work Content: Physical proximity, contact with others, work with group, accuracy, and face-to-face discussions.

#### **Healthcare Support Professionals**

- Education: High School Diploma
- Skills: Reading, comprehension, active listening, critical thinking, speaking, and writing.
- Work Content: Accuracy, task repetition, sitting, face-to-face discussion, and indoors.

It is valuable for grantees and participants to understand the entry level education and skill set for positions as they work to establish the Individual Employment Plan (IEP) goal. Upon enrollment in SCSEP participants complete an assessment which identifies their previous work history and skills. Grantee staff and the participants match work history and skills information to the participant's skills and interests with high-demand occupations. Any skill deficits are addressed in the Individual Employment Plan. Grantee program staff assist participants in obtaining information for the training identified for their skill gap during IEP development.

In the Workforce Needs Assessment released in 2023, surveyed employers reported that they perceived the following lack of skills among applicants: Occupational Hard Skills (65.0%), Interpersonal Soft Skills (95.3%) and Basic Skills (20.8%). Occupational Hard Skills are the technical and knowledge skills that directly apply to a job. In general, occupational skills include analytical skills, physical ability, knowledge and experience. Older workers have a great deal to offer employers with their vast work histories and experiences. By connecting them with literacy, computer, apprenticeships and other training we assist the participant in addressing any career specific knowledge and skill gaps. This training can occur at the host agency training site, AJC, apprenticeship site, educational entity or other community training sites.

Interpersonal Soft Skills are the skills related to the individual's habits, personality, and character. In general, soft skills include responsibility, timeliness, leadership, customer service, self-esteem, and teamwork. Soft skills training or educational enrollment in short-term certificate training can be obtained through the AJC or the community college. Additional job preparation and soft-skills training occur during the job club taught delivered by grantee staff or AJC staff. The host agency assignment can also be used to teach the soft skills the participant needs to acquire.

When the participant has completed the enrollment process, they are required to be registered with the AJC (either in-person or virtually). Upon registration, the participants can take advantage of the programs offered under Wagner-Peyser. If the participants visit the AJC frequently, they become known to the staff and are better able to make connections with local employers looking for their skillset. Any SCSEP participant who registers with the AJC can receive assistance with completing online applications, obtain copies of their resume, mock interviews, and receive support with their job search. The grantee staff introduces the participant to these skills trainers and promotes the benefits of being involved with the AJC for this job search assistance.

AJCs schedule and plan business "meet and greets" where participants can speak with employers about their hiring needs. The grantee staff are expected to attend these recruitment and networking events. While attending, SCSEP staff will work to build relationships with the businesses who attend and introduce the recruiters to the SCSEP program. When SCSEP staff locate jobs that match the interests and skills of their participants, they provide the job information to the participant and a warm introduction to the employer. According to the Workforce Needs Assessment released in 2023, employers reported that they found client and employee referrals to be the most effective advertising technique for hiring. This connection assists the SCSEP participants locate employers seeking their skills. Additionally, it assists the employer and SCSEP program staff build a relationship for future placements.

## ■ Chapter Three: Service and Delivery Coordination

A. Provide a detailed description of what actions will be taken to coordinate SCSEP with other programs, including:

1. Actions to coordinate activities of SCSEP grantees with WIOA Title I programs, including plans for using the WIOA one-stop delivery system and its partners to serve individuals aged 55 and older. (20 CFR 641.302(g), 641.325(e))
2. Actions to coordinate activities of SCSEP grantees with the activities the State will carry out under the other titles of the OAA. (20 CFR 641.302(h))
3. 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))
4. Actions to coordinate SCSEP with other labor markets and job training initiatives. (20 CFR 641.302(j))
5. Actions the State will take 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 the one-stop delivery system. (20 CFR 641.335)

B. Describe the 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)) (Alternately, the State may discuss this in the State strategies section of strategic plan if submitting a Combined Plan.)

C. Describe the long-term strategy for serving minorities under SCSEP. (20 CFR 641.302 (c))

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

E. Describe the long-term strategy to improve SCSEP services, including planned long-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))

F. Describe a 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(l))

## A. Service Delivery Coordination and Collaboration

### I. Service Delivery Coordination with WIOA Title I Programs

The relationship between the SCSEP program, American Job Center (AJC) staff, and workforce partners is strong and continually improving when it comes to serving those 55 and older. When it is financially possible, the SCSEP Grantees are co-located at the AJCs. Currently, the Iowa grant is co-located in Burlington, Cedar Rapids, Creston, Davenport, and Mason City. The AJCs in Sioux City and Spencer offer meeting space whenever the sub-grantee staff need to meet with participants. A focus will be made in the coming year to ensure each AJC has a meeting place for SCSEP grantee staff to meet with participants, if needed. Many of the AJC's serve as host agency sites for participants. With SCSEP Grantee representation in the AJC, the potential participants aged 55+ who come to the AJC for services are directed to the program. The Iowa grant will continue the co-location with the current sites. The AJCs will continue to be used as a host agency site, and this gives the AJC staff an easy link to the program.

Each local area has a direct and tracked referral process. Referrals come into the SCSEP program and the SCSEP program also refers participants to other programs for services such as benefits planning. SCSEP Grantees also attend the local partners' meetings, so that they are aware of other programs and services that are available for their participants. The SCSEP grantees will continue to attend the partners' meetings, as able, and use the referral process to ensure co-enrollment of potential participants.

When the AJC hosts or partners in recruiting events, SCSEP staff will be notified and invited to participate. When applicable, SCSEP staff will have an information table to allow for outreach to participants 55+. Additionally, SCSEP staff can use this opportunity as a way to promote the program to business partners in the community. Job ready SCSEP participants will be encouraged to attend these recruiting events to sell their skills to employers in need.

## **2. Service Delivery Coordination with Other Titles of Older American Act (OAA)**

The Iowa Department on Aging (IDA) receives funding for the services provided under the Older American's Act. The six Agencies on Aging (AAA) provide the services such as nutrition services, home-delivered meals, transportation, support for family caregivers, elder rights protection, long-term advocacy, and employment. SCSEP participants who are 60 or older are eligible for these services.

The entry point for accessing OAA services in Iowa starts with a call to the AAA in the participant's service area. The information and referral specialist can provide basic information, but participants with higher level needs are referred to an options counselor.

The options counselor can visit with the individual to complete an assessment and determine the array of services required. As the AAAs in Davenport and Waterloo serve as host agency sites, the grantee staff can easily hand off the referral for services. The AAA's have been used to provide housing assistance, transportation services, and nutrition services to SCSEP participants. While some of the community providers and AAA's have good relationships, there is still opportunity to provide education and improve referral processes. To strengthen these connections, the Iowa SCSEP Program Coordinator will ensure connections with the AAA services are one of the topics covered during an annual SCSEP training.

### 3. Service Delivery Coordination with Private and Public Entities

The support needs of SCSEP participants are varied. It is important to consider all the needs the individual may have since special needs or disabilities may be preventing the person from going to work. All of the Iowa SCSEP Grantees feel they have good relationships with many different organizations since a number of them serve as host agencies. The SCSEP Grantees have connected their participants to health services, food assistance, rent assistance, and transportation services. Referrals between the programs are shared both by the SCSEP Grantee and the private or public entity.

The partnerships that the SCSEP Grantees have include:

- IowaWORKS offices
- Iowa Vocational Rehabilitation Services
- Iowa Department for the Blind
- Iowa Department of Human Services
- Iowa Department on Aging
- Community Rehabilitation Programs
- Veterans' Health Centers
- Iowa Mobility Managers
- Community Action Programs
- Homeless Shelters
- St. Vincent DePaul
- Salvation Army
- Goodwill
- Veterans Affairs

- County General Relief
- Senior Centers
- Community Colleges
- Chambers of Commerce
- Local chapters of Society of Human Resource Managers (SHRM)
- Other public, private, and faith-based organizations

It is a focus in Iowa to maintain the relationships with each of the organizations in their area since they have funding available to meet the needs of the participants that would not otherwise be met. In order for SCSEP Grantees to be seen as good community partners, the grantees will respond quickly to referrals that are sent by another agency or organization. These entities will also attend the monthly partners meetings that are coordinated through the AJC. If information fairs are held, SCSEP representatives will be part of them to talk about the SCSEP employment program. SCSEP staff will also attend community events, so SCSEP is seen as a resource for the community.

#### 4. Coordination and Collaboration on Labor Market and Training Initiatives

SCSEP Grantees are made aware of the high-growth industries in their area and the jobs that need to be filled through their attendance at the Local Workforce Board and required partners meetings. These two entities are also the source of information about training programs available in their areas. The training programs can include certificate programs at the local community colleges or private training programs put together by organizations such as Goodwill. As new apprenticeships are developed, these two entities will be the first ones to know about apprenticeships and start promoting them.

Additionally, when SCSEP staff learn about a new training program that would be a good fit for a participant, they will tour the program and meet with training staff to learn about the program. This allows the SCSEP staff to evaluate the program to ensure that it would work for a participant. SCSEP staff will discuss and create action plans with participants to address any barriers or concerns about program expectations. Accommodation and support that the participant might need would be addressed through an agreed upon training action plan. During the SCSEP quarterly calls, the variety of training programs the participants are enrolled in is discussed. This is one-way SCSEP staff learn about programs available, as well as show the variety of training opportunities the participants are capable of completing.

## 5. Service Delivery Coordination with One-Stop Delivery System

One of the ways that SCSEP connects with the workforce system is through the co-locations in offices throughout the state. The AJC staff view the SCSEP staff or participant assistants as coworkers and connect older workers who stop at the AJC with these SCSEP workers. In order to keep these connections, there will continue to be program co-locations. The SCSEP grantees will use as many of these one stop partners as possible as host agency sites.

In early 2023, the state SCSEP grant transitioned from Iowa Department on Aging to Iowa Workforce Development. This transition is increasing the visibility of the SCSEP in Iowa, and the state SCSEP Program Coordinator has connections with all AJCs and can easily assist with strengthening partnerships, where needed. Beginning in 2024, the state SCSEP Program Coordinator will conduct annual training, at minimum, with all AJC staff to better facilitate understanding of SCSEP and increase the number of referrals from AJC core partners to SCSEP. Additionally, a standing agenda item at quarterly Iowa grantee meetings will be partnerships with AJCs. Best practices can be shared and replicated and any solutions to challenges can be offered. Co-enrollment with WIOA programs will be a focus in the upcoming years. All grantees have agreed to register SCSEP participants in the IowaWORKS data management system, giving them self-service level access to training, resume builders and job searching tools available. Additionally, this registration combined with a referral to WIOA programs makes co-enrollment easier as participant data will already exist.

## 6. Enhanced Integration and Employer Engagement

SCSEP will deepen integration with AJCs and WIOA partners through co-enrollment strategies, shared case management, and expanded access to training resources. Employer engagement will be strengthened by aligning with TEG's Effectiveness in Serving Employers (ESE) indicator, focusing on retention with the same employer. Business service teams will collaborate with SCSEP staff to promote On-the-Job Experience (OJE) opportunities and connect participants to unsubsidized employment pathways.

## B. Employer Partnership Development

Iowa Workforce Development has a Business Engagement Division, and each of the AJC's have a business service team. When these teams hold meetings to discuss opportunities

in local areas and across the state, SCSEP grantees will be invited to gain information and to promote their participants for available openings. Additionally, the staff will attend the employer recruitment events that are held in the local areas. Through these connections, they are able to develop relationships with the local businesses.

Training was held in 2024 for all Business Engagement Consultants from Iowa Workforce Development to ensure they fully understand the workforce available to businesses from SCSEP. Business Engagement Consultants will keep the SCSEP population in mind as they are speaking to Iowa businesses regarding their recruitment needs, and they will make connections between SCSEP participants and businesses with openings suitable for SCSEP participants.

On-the-Job-Experience (OJE) is another valuable tool that is available for SCSEP participants. If utilizing OJE, grantee staff or AJC Business Engagement staff will explain and offer the OJE as they make business contacts. SCSEP staff will also contact the business after a participant has completed an interview to determine if the business would like to move forward with the OJE. If the business agrees, a contract will be developed between the business and the grantee.

### C. Serving Minorities under SCSEP

According to the Census Bureau, the racial and ethnic group population distribution in Iowa is as follows:

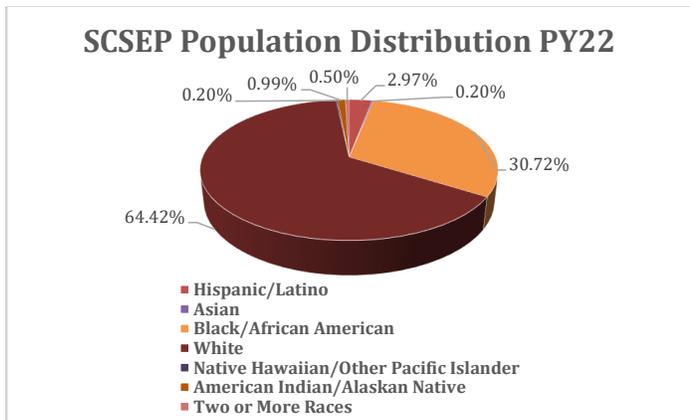
#### Iowa's Racial and Ethnic Group Population Distribution (2020)

- White – 84.5%
- Black or African American – 4.1%
- American Indian and Alaskan Native – 0.5%
- Asian – 2.4%
- Native Hawaiian and Other Pacific Islander – 0.2%
- Some Other Race – 2.8%
- Two or More Races – 5.6%
- Hispanic or Latino Origin – 6.8% (Any Race)

As a sample, during Quarter 4 of Program Year 2024, the national grantees (AARP Foundation and National Able Network) and the Iowa grant served 325 individuals. Below are the racial and ethnic group population distribution for SCSEP participants in Iowa:

**Commented [CF3]:** I think this information needs to be updated to represent the most recent program year's data.

**Commented [BE4R3]:** Able has not responded with their information, therefore I have used 4<sup>th</sup> quarter of PY24 to provide a sample.



**Commented [CF5]:** If you are able to quickly get more recent information on the individuals served, update this chart, as well.

**Commented [BE6R5]:** PY22 is the most recent minority report listed on DOL.

According to the most recent Minority Report (PY21 data), all Iowa grantees are serving the Black/African American population at a significantly higher rate than the total population distribution. Two of the three Iowa grants are serving the Hispanic and Asian populations at a slightly lesser percentage than the total population distribution, but it is not considered a statistically significant difference. One grantee is serving the Hispanic population at slightly over the population distribution, but it is not considered statistically significant. One grantee is underserving the Asian population. It is considered a significant difference but can be fixed by increasing enrollment by a small number of people. The population of persons identifying as American Indian and Pacific Islanders is being served at an equitable rate by all grantees in relation to the population distribution. All grantees

will focus on increasing enrollment to minorities, with focus on the Asian and Hispanic communities in Iowa. To do this, grantees will:

- Utilize Iowa labor market data to locate areas with the highest concentration of minorities
- Meet with the providers in their areas assisting minority populations and develop a process for sharing referrals
- Increase the number of host agencies providing services to minority populations providing additional options for minority participants, if they are more comfortable doing host agency training at such a site
- During the quarterly All Provider call, each grantee will share minority recruitment progress and strategies
- Ensure recruitment strategies are directed toward diverse groups in the community which may require providing information in another language

#### D. Community Services Needed and Areas of Need

With the grant covering all areas of the state, each region is different and every county has the need for some type of service. During the planning meeting, Iowa grantees identified the following common needs: transportation services (especially in rural areas), affordable housing, host agency sites in rural areas, and a small number of employers in rural areas. Childcare is also an increasing need as we have seen the emerging trend of grandparents raising their grandchildren.

Throughout each service area the grantees develop their networks to address these needs. Their partners include the AJC, the Iowa Department of Human Services, Iowa Vocational Rehabilitation Services, the Iowa Department for the Blind, the Veterans Administration, Goodwill, the Salvation Army, the Area Agencies on Aging, the Community Action Agencies, local food banks and other private non-profit organizations. Many of the local food banks and community action agencies serve as host agency sites; so, these partnerships are well developed and can quickly address the participants' needs. SCSEP staff will maintain current relationships and cultivate new ones in the coming years as participant needs change.

## E. Long-term Strategy to Improve SCSEP Services and Program

In the state of Iowa, two national grantees deliver SCSEP services. They include National Able Network (ABLE) and AARP Foundation. The state sub-grantee is the AARP Foundation.

Under the direction of the Iowa SCSEP Program Coordinator, all grantees will connect on an ongoing basis. Beginning in 2024, there will be quarterly conference calls, and at least annual meetings for Iowa's SCSEP grantee leadership. These calls allow time to share what is happening at the state level with workforce development or any information shared by the National Grantee Offices and Department of Labor. The grantees also get the chance to share what is happening in their area and ask questions about challenges they may face. At the grantee meeting, the grantee leadership agreed that these calls are important to keep everyone connected. These calls will be initiated by the state SCSEP Program Coordinator.

At minimum, annual trainings, organized by Iowa SCSEP Program Coordinator will be held in a location convenient for all grantees. Some topics covered during these trainings will include services provided by AJC's, services provided by AAA's, SNAP educational benefits, free dental services for participants, and Social Security Disability and Supplemental Security Income work incentives and benefits planning. Grantee leadership feels these trainings are valuable, providing transparency and an environment to foster continuous improvement. The trainings will be held, at minimum, annually allowing for communication and coordination around SCSEP strategic plans and outcomes.

### Strategy for Continuous Improvement for SCSEP Participants' entry into Unsubsidized Employment

In order to help participants prepare for better employment opportunities, additional educational training is beneficial. The plan established by the SCSEP grantees includes encouraging participants to take the classes provided by the American Job Center (AJC). The classes can include resume writing, interviewing skills, computer skills training, discussing justice involvement, or getting along in the workplace. The grantees will monitor classes taken at the AJC or other private training programs in the area. If the AJC or other provider is in a location the participant can't travel to, then the SCSEP grantee will do the

training themselves. This is done by bringing laptops to a host agency site and using their facilities for training.

With numerous ways to pay for training available, SCSEP staff will continue to keep abreast of programs offering tuition assistance, such as GAP, PACE, Title I and enrollment with IVRS. There are many short-term training opportunities that can prepare persons 55+ for in demand jobs. SCSEP staff will keep these opportunities in mind as they assess the needs of participants, and help with connections to these programs that offer tuition assistance.

For participants receiving Social Security benefits and other assistance grantee SCSEP staff will provide information, counseling, planning, and guidance about how unsubsidized employment will impact their income or will provide a referral to an individual qualified to offer this assistance. Additionally, they will work with the participant in identifying their budget and assist them in analyzing the advantages or disadvantages of working. When the participants have the correct information about benefits and working, they are less reluctant to seek unsubsidized employment. Introductory benefit planning training sessions will be held for SCSEP staff beginning in 2024, with training being offered at least annually going forward.

## Chapter Four: Location and Population Served, including Equitable Distribution

A. Describe the localities and populations most-in-need of the type of projects authorized by title V. (20 CFR 641.325 (d)).

B. List the cities and counties where the SCSEP project will take place. Include the number of SCSEP authorized positions and indicate if and where the positions changed from the prior year.

C. Describe any current slot imbalances and proposed steps to correct inequities to achieve equitable distribution.

D. Explain the state's long-term strategy for achieving an equitable distribution of SCSEP positions within the state that moves positions from over-served to underserved locations within the State in compliance with 20 CFR 641.365 and.

1. Equitably serves both rural and urban areas (20 CFR 641.302(a) (2) and
2. Serves individuals afforded priority for service under 20 CFR 641.520. (20 CFR 641.302(a), 641.365)

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

F. Provide the relative distribution of eligible individuals who:

1. Reside in urban and rural areas within the state
2. Have the greatest economic need
3. Are minorities
4. Are limited English proficient
5. Have the greatest social need. (20 CFR 641.325(b))

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

## A. Localities and Population Most-in-Need of Title V Services

The SCSEP program is designed to support unemployed individuals aged 55+, at 125% of poverty. The Federal Department of Labor estimated that Iowa's population is 3,190,369. Current information is not available on individuals from 55 – 64 years of age who are at below the poverty level, but the 2024 American Community Survey indicated that 8.3% of individuals 65 and older are below the poverty level.

**Commented [CF7]:** There is more recent ACS Data. The most recent ACS data is for survey year 2024. The most recent rolling 5 year estimates were released on January. This should be updated.

The state of Iowa poverty rate is 11.3%, thirteen of Iowa's 99 counties have poverty rates of 14% and higher. The numbers of participants seeking SCSEP services in these counties would be higher than counties with poverty levels below 14%.

The counties with over 18% poverty rate, include:

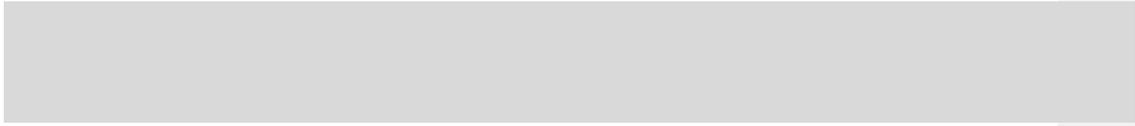
- Decatur (ABLE)

Those counties with a 14%-17.9% poverty rate include:

- Appanoose (ABLE)
- Black Hawk (AARP)
- Cass (ABLE)
- 
- Decatur (ABLE)
- Des Moines (State)
- Jefferson (ABLE)
- Johnson (AARP/State)
- Lee (Lee)
- Ringgold (ABLE)
- Story (ABLE)
- Van Buren (ABLE)
- Wayne (ABLE)
- Webster (ABLE)

The unemployment rate is used as a way to locate potential participants. During calendar year 2025, the unemployment rate fluctuated between 3.3% and 3.8%. In addition, the labor force participation rate rose throughout the year, ending at 67.7%.

The table below is from the American Community Survey Employment Status 5-Year Estimate, allowing us to see trends in unemployment by SCSEP aged individuals by county in comparison to the state as a whole. Iowa grantees will use the information below to focus recruitment on counties with higher than state average unemployment rates. Furthermore, grantees will use this data to see counties where particular segments of the SCSEP aged individual population have unusually high unemployment rates and concentrate more heavily on recruitment of these individuals for SCSEP services.



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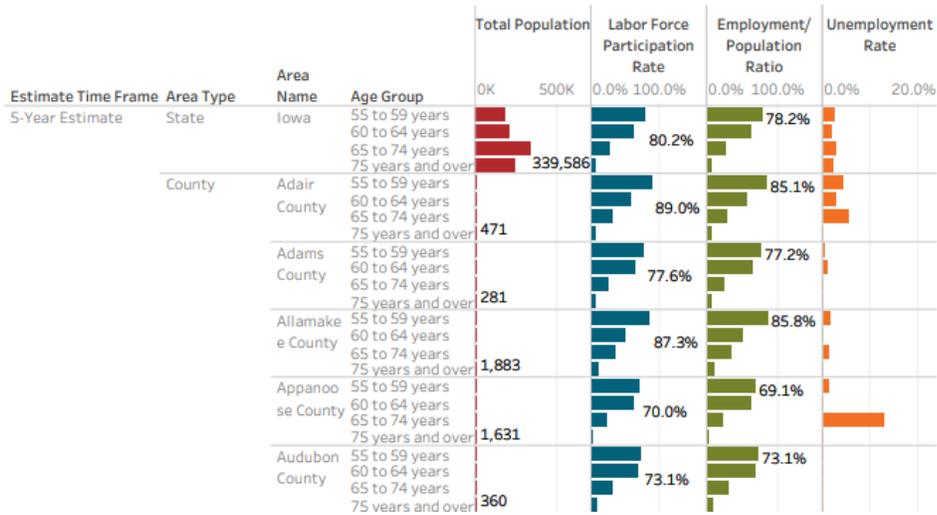
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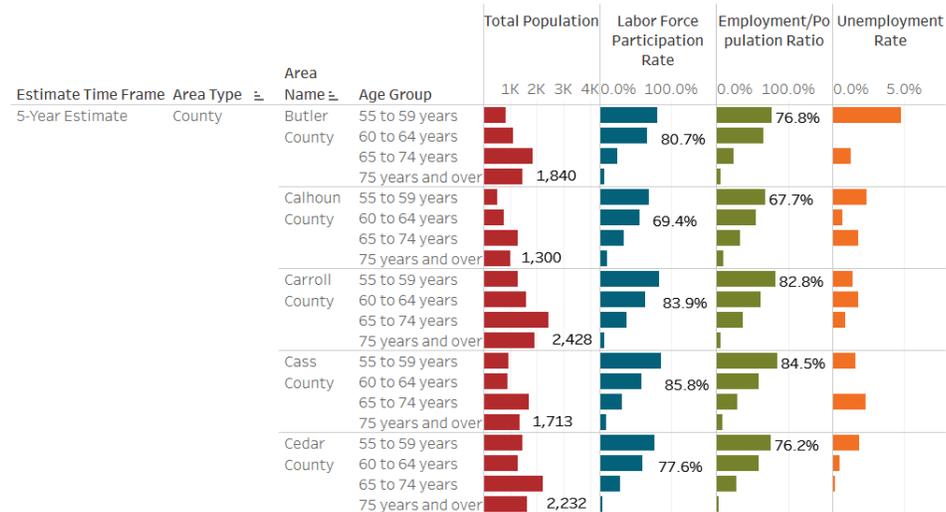
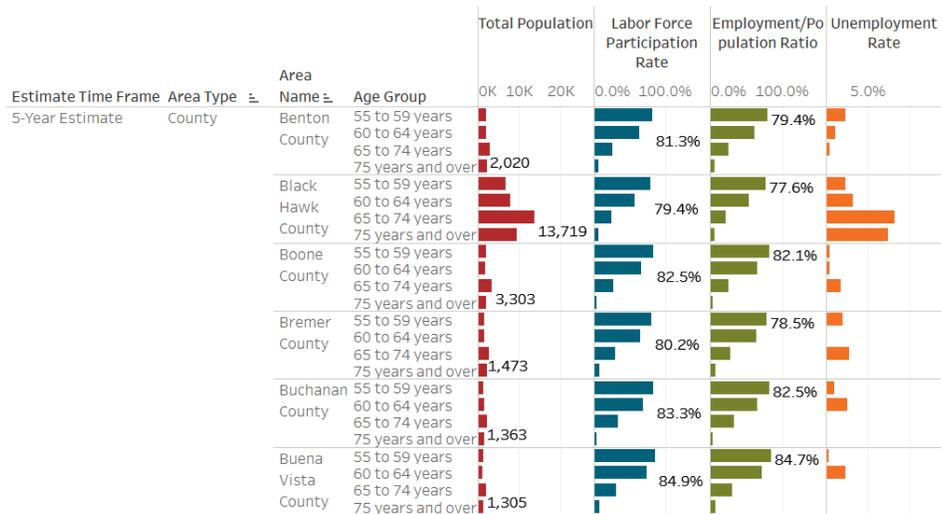
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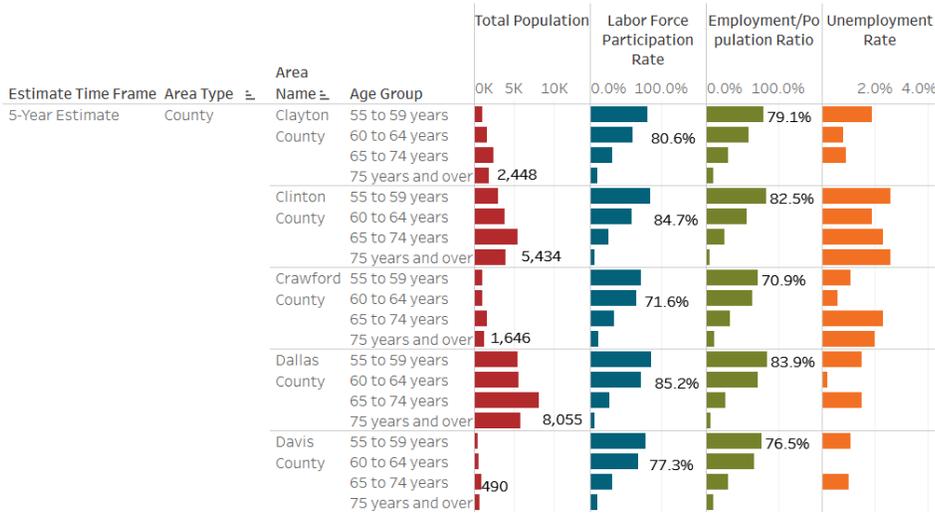
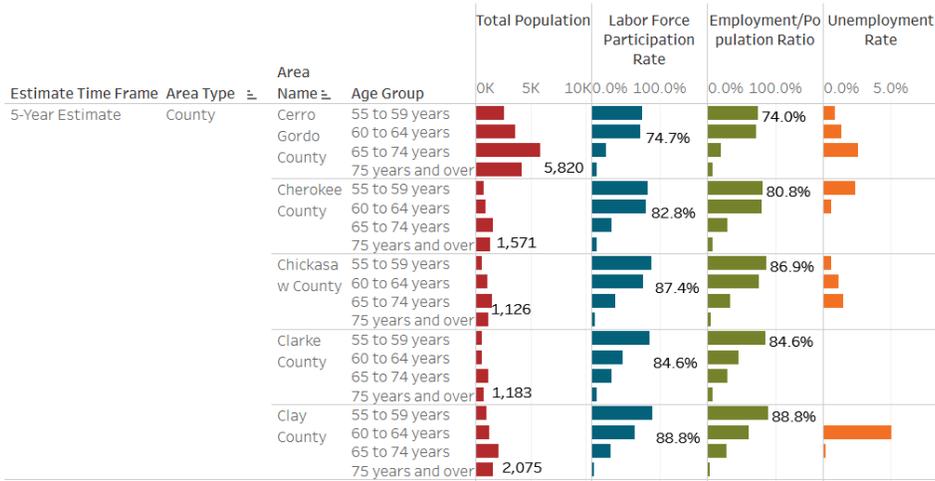
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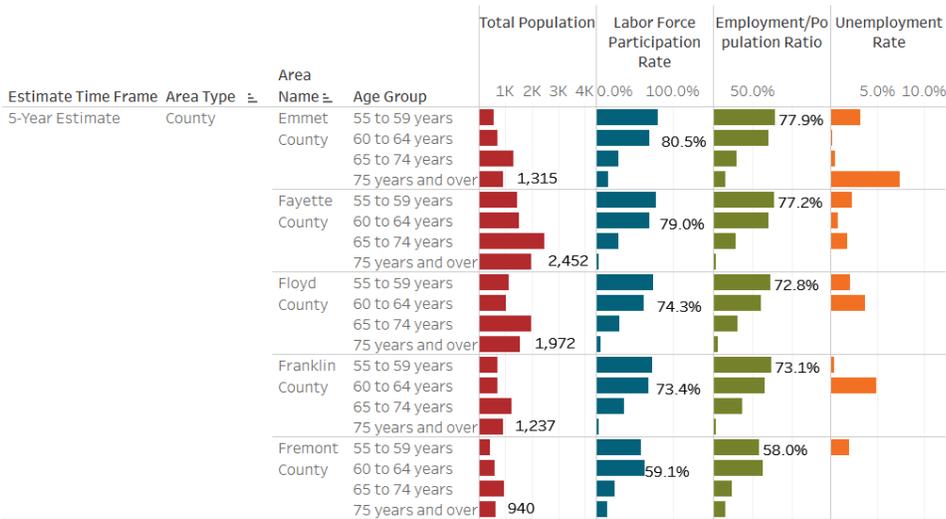
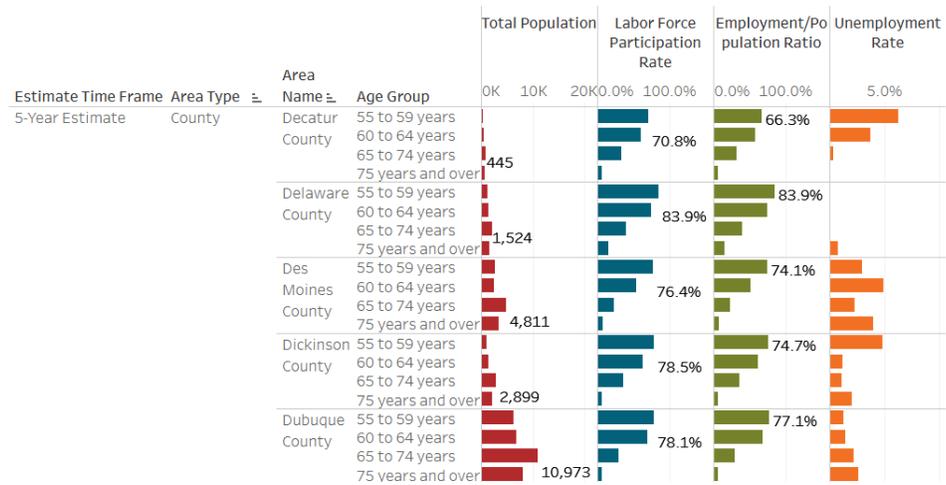
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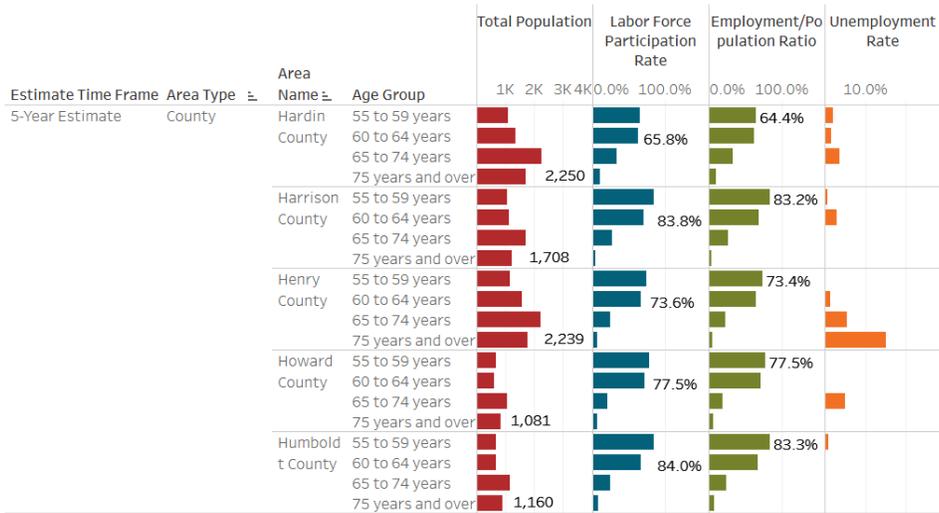
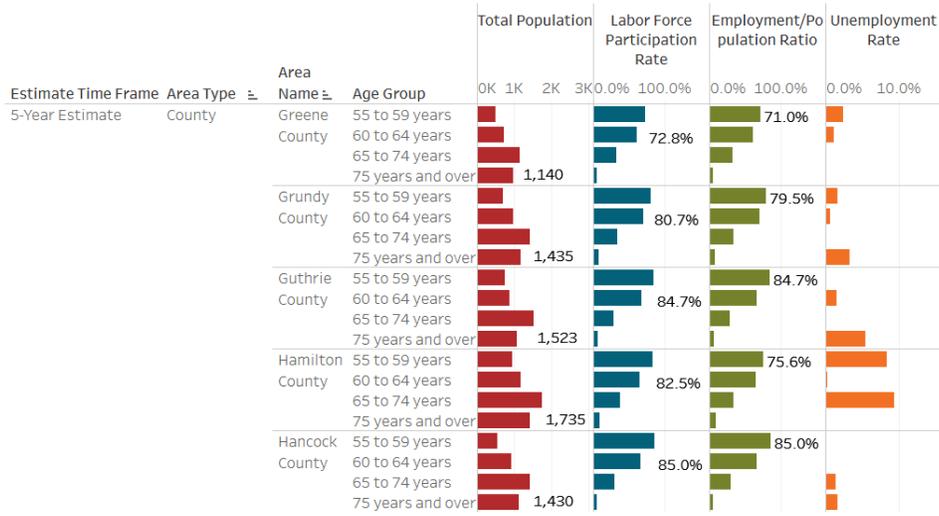
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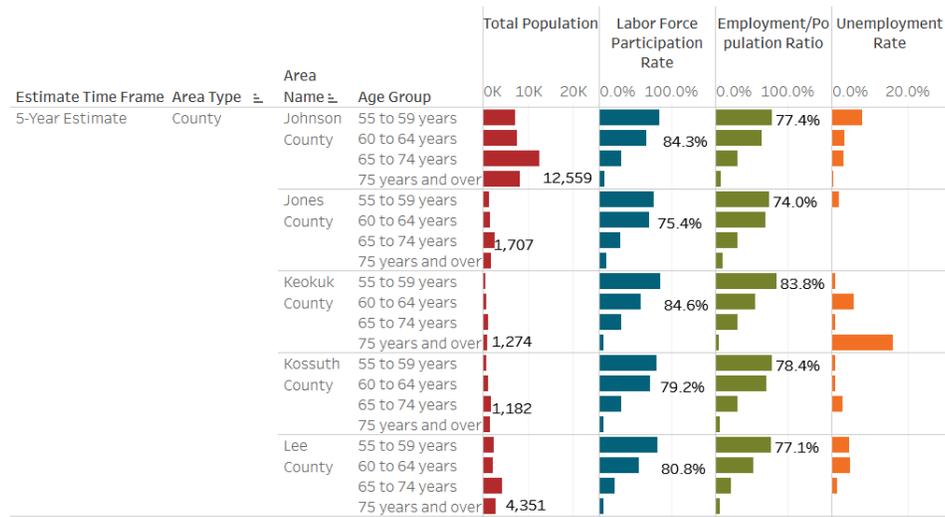
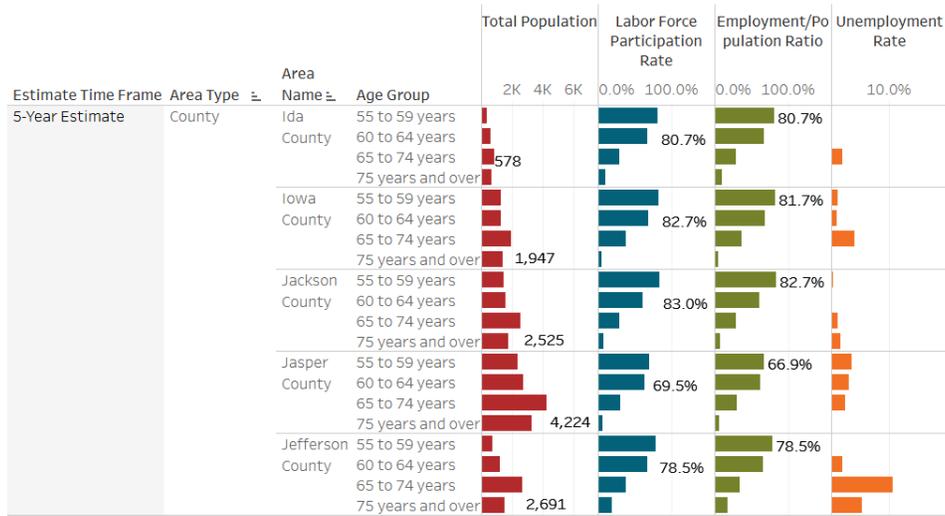


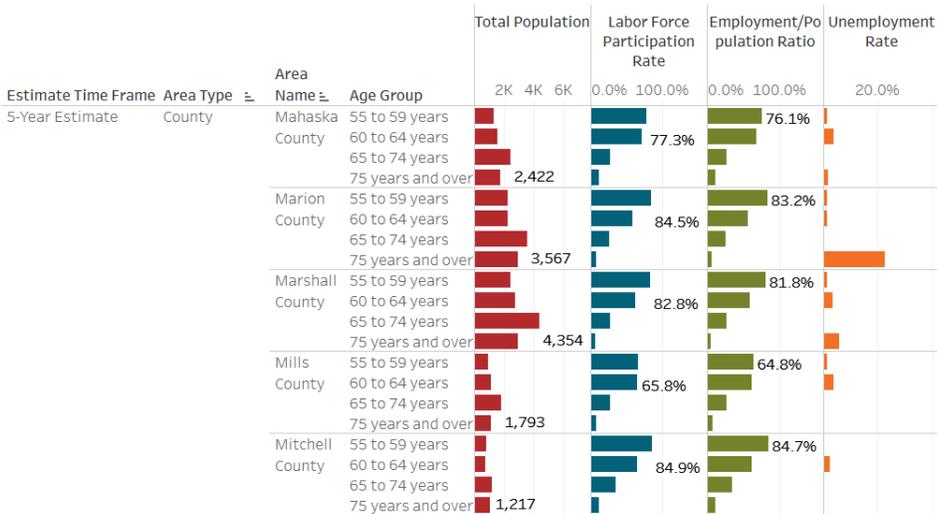
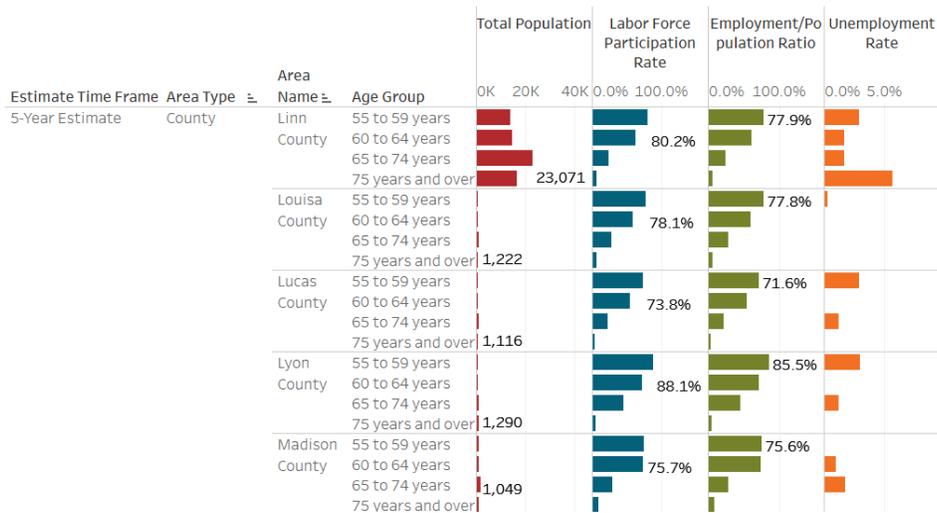


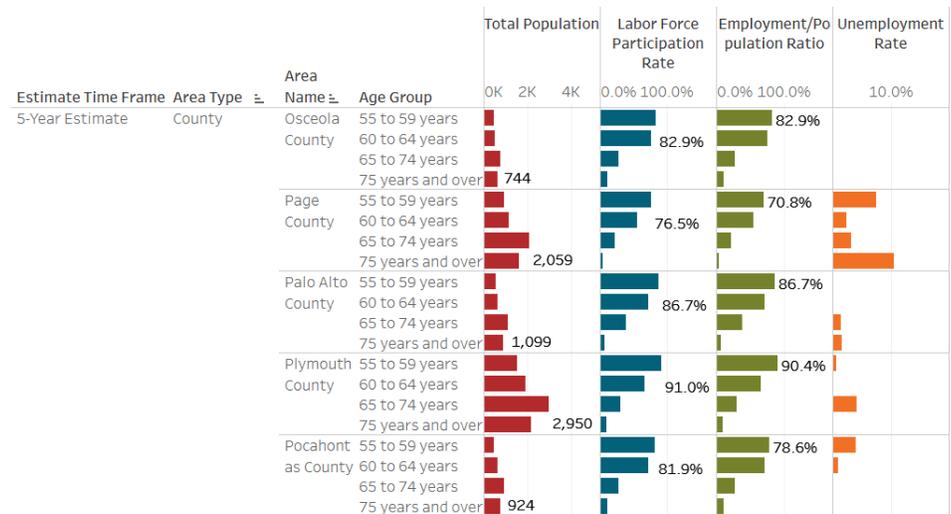
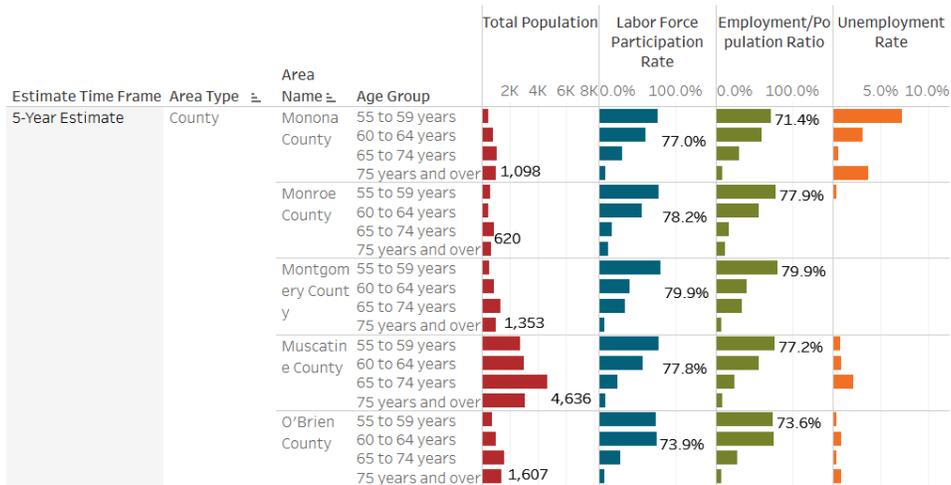


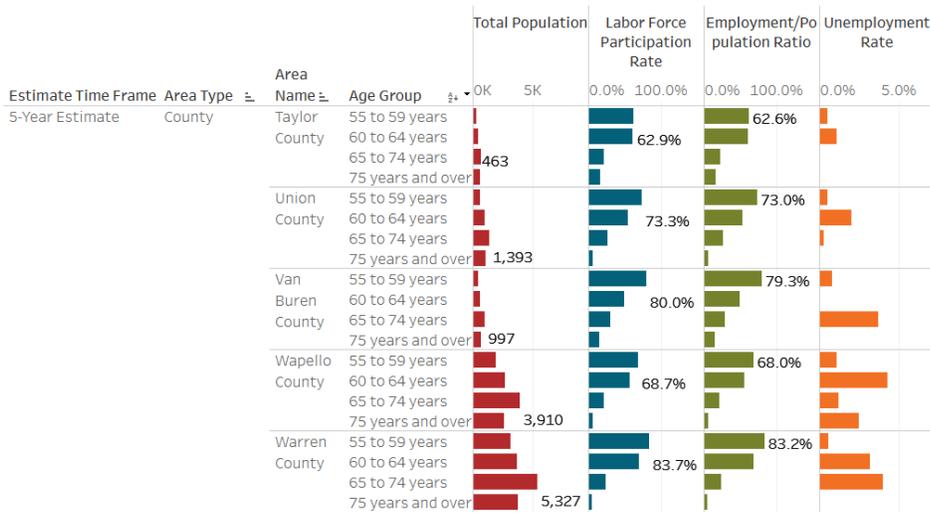
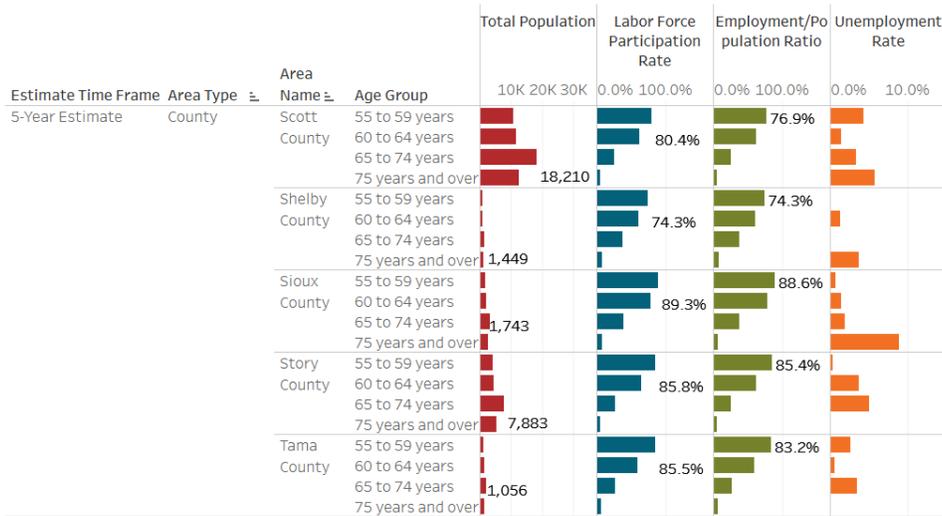


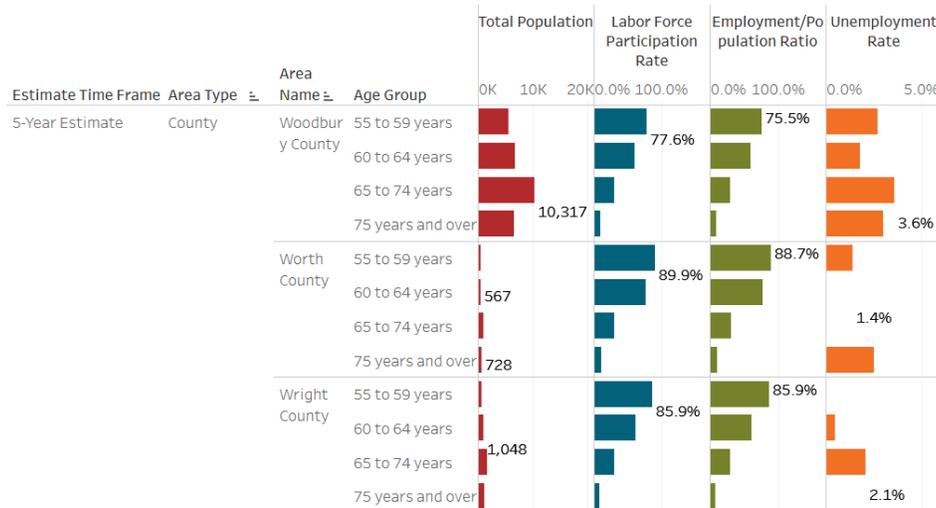
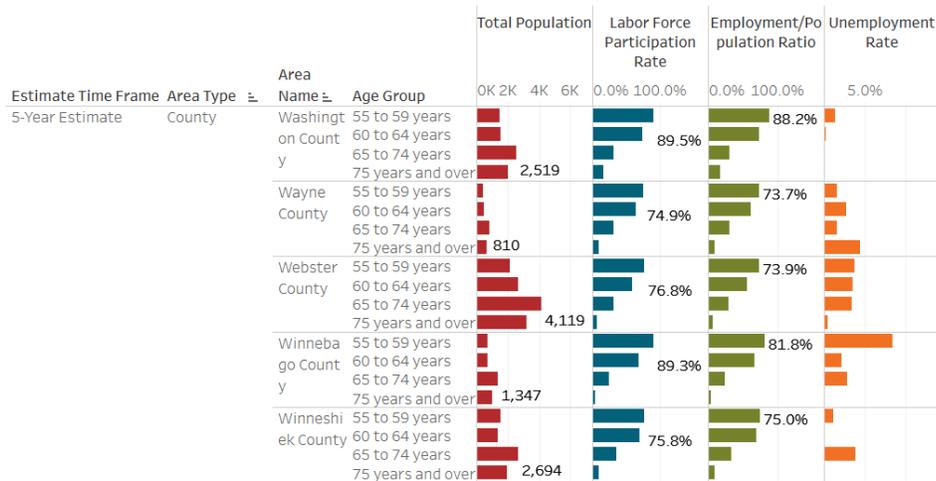












The goal of the SCSEP program is to provide access to employment support and training for eligible lowans 55+. In order to achieve this, the state and national grantees are awarded authorized training positions according to the Equitable Distribution Report.

Currently, the state has been awarded 505 training positions. These positions are awarded in all of Iowa's 99 counties. These training positions are in rural Iowa, as well as urban areas. It is the responsibility of state and national grantees to enroll individuals in training positions throughout the state.

In order to improve SCSEP services and achieve enrollment throughout the state, each grantee will be encouraged to create a plan resulting in full enrollment in the counties with higher unemployment and poverty rates. Plans should include the identification of specific counties to target and be reported upon in quarterly narratives and meetings. Iowa grantees will monitor the county unemployment rates to ensure that counties with higher-than-average unemployment rates are heavily recruited for SCSEP eligibility.

## B. State of Iowa SCSEP Positions and Locations

### Data Reconciliation and Equitable Distribution

Prior to submission, all slot totals and county allocations will be reconciled against the latest Equitable Distribution Report and GPMS data to ensure accuracy. Adjustments will be made to address over-served and under-served areas, with strategies to minimize service disruptions during redistribution.<sup>1</sup>

Currently, there are two national grantees that serve the state of Iowa. They currently include the AARP Foundation (AARP) and National Able Network (ABLE). The AARP Foundation is the sub-grantee for state grantee training positions. Currently, Iowa's total SCSEP training positions are 505. The Iowa state grantee was awarded 103 training positions and serves 23 of the 99 counties. National grantees share the remaining 402 training positions. AARP currently has 235 training positions in 33 counties. National ABLE currently has 167 training positions in 50 counties.

The following tables and charts below outline the counties covered by each SCSEP Grantee, the number of authorized positions and any changes to training position allocations from Program Year 2022 to present.

Figure 1. Iowa's Senior Community Services Employment Program (SCSEP) Training Position Distribution

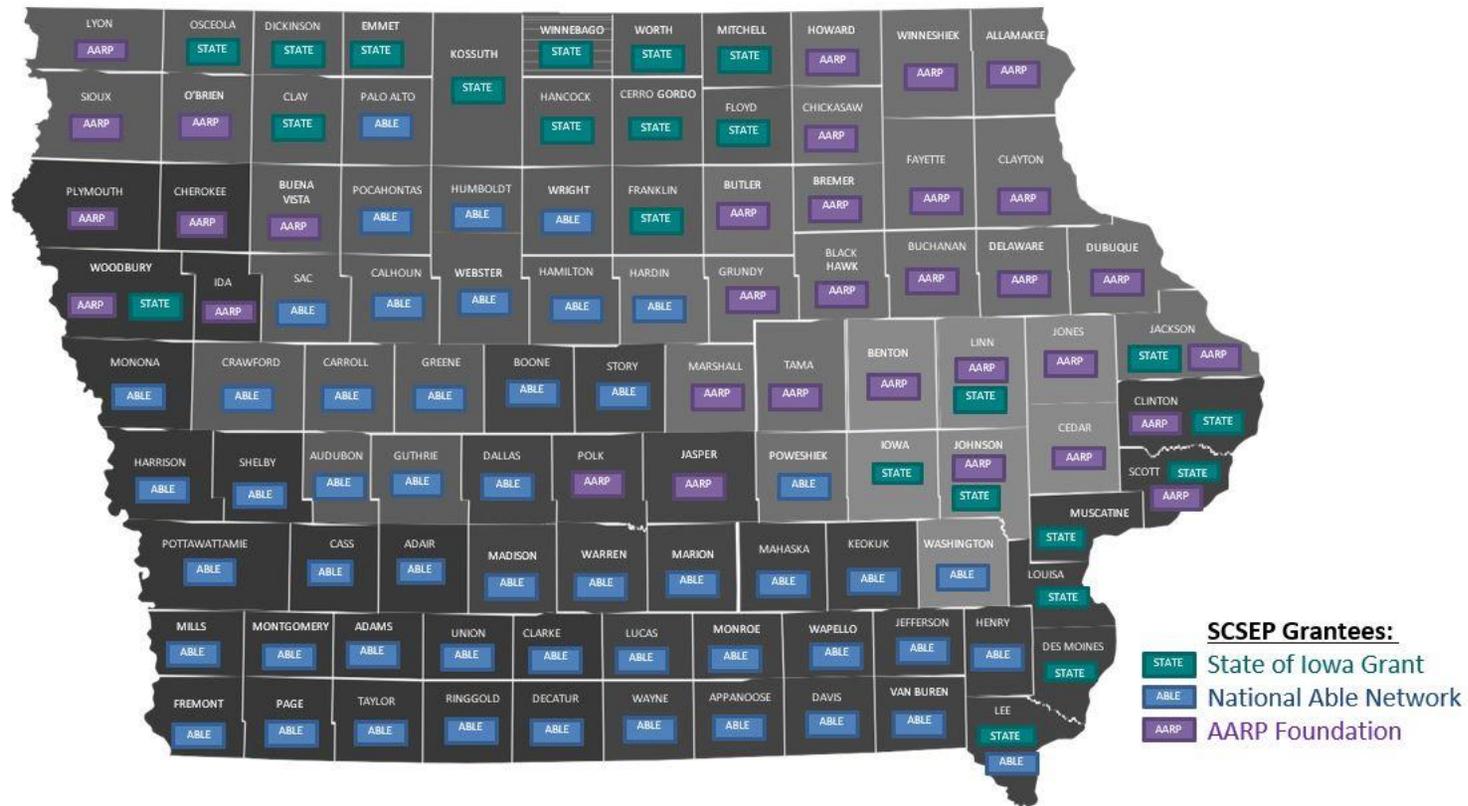
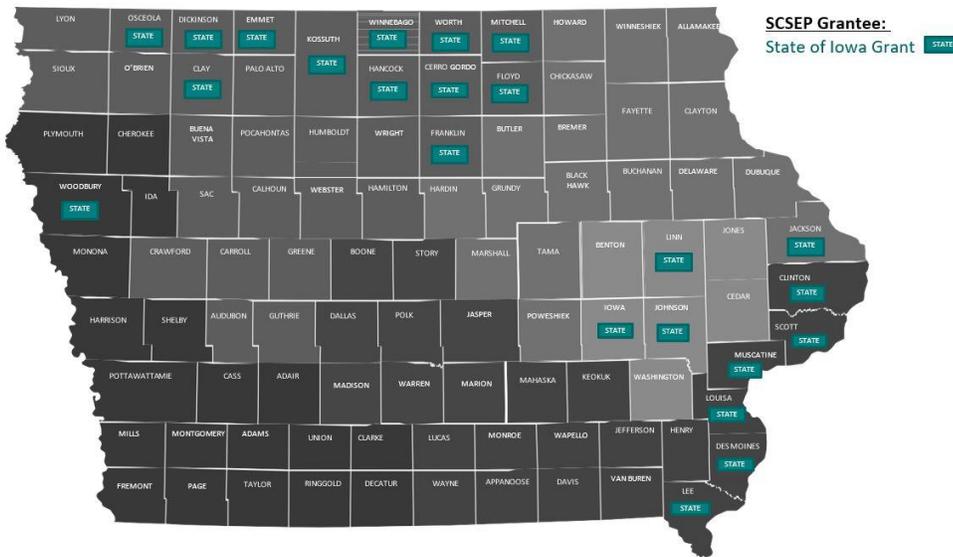


Table 5. State of Iowa Equitable Distribution

County	Authorized Positions	County	Authorized Positions
Cerro Gordo	9	Kossuth	3
Clay	2	Lee	4
Clinton	5	Linn	14
Des Moines	9	Louisa	2
Dickinson	3	Mitchell	2
Emmet	3	Muscatine	5
Floyd	3	Osceola	0
Franklin	2	Scott	15
Hancock	2	Winnebago	2
Iowa	2	Woodbury	6
Jackson	2	Worth	1
Johnson	7		

Figure 2. State Grantee County Distribution



The county and training position allocation for each national grantees are as follows.

**Table 6.** AARP Foundation (AARP) Equitable Distribution

County	Authorized Positions	County	Authorized Positions	County	Authorized Positions
Allamakee	3	Clinton	4	Linn	17
Benton	4	Delaware	3	Lyon	2
Blackhawk	22	Dubuque	16	Marshall	6
Bremer	3	Fayette	4	O'Brien	2
Buchanan	3	Grundy	2	Plymouth	5
Buena Vista	3	Howard	1	Polk	63
Butler	3	Ida	1	Scott	13
Cedar	2	Jackson	2	Sioux	4
Cherokee	2	Jasper	5	Tama	4
Chickasaw	3	Johnson	7	Winneshiek	3
Clayton	4	Jones	4	Woodbury	13

**Figure 3.** AARP Foundation County Distribution



Table 7. National Able Network (ABLE) Equitable Distribution

County	Authorized Positions	County	Authorized Positions	County	Authorized Positions
Adair	2	Hardin	4	Pocahontas	2
Adams	1	Harrison	3	Pottawattamie	18
Appanoose	4	Henry	4	Poweshiek	4
Audubon	2	Humboldt	2	Ringgold	1
Boone	3	Jefferson	4	Sac	2
Calhoun	2	Keokuk	3	Shelby	3
Carroll	4	Lee	3	Story	7
Cass	4	Lucas	3	Taylor	2
Clarke	2	Madison	2	Union	3
Crawford	3	Mahaska	4	Van Buren	2
Dallas	7	Marion	7	Wapello	8
Davis	1	Mills	2	Warren	6
Decatur	3	Monona	2	Washington	2
Fremont	1	Monroe	2	Wayne	0
Greene	2	Montgomery	2	Webster	7
Guthrie	3	Page	4	Wright	3
Hamilton	3	Palo Alto	2		

Figure 4. National Able Network County Distribution



### C. State of Iowa SCSEP Equitable Distribution

In view of the training positions, some imbalances were noted mostly in rural Iowa. Rural service areas tend to have fewer host agencies and fewer employment opportunities near participants. Participants in these rural areas often face multiple barriers to employment such as housing affordability and transportation. At times participants depend on family members or friends to occasionally take them to their appointments. SCSEP grantees understand that the training positions need to be filled and will implement initiatives for this purpose.

In order to recruit in these areas and keep the costs down, the grantees will work in the following ways to fill all training positions:

- Partner with local AJCs for referrals, and provide training to them on the program
- Use community action agency/area agency on aging offices to provide outreach about the program and referrals to the providers
- Strengthen partnerships with current host agencies and use them to help recruit new ones in underserved areas
- Maintain partnerships with vocational rehabilitation agencies
- Provide community training and education at local chamber/business meetings to teach them about the SCSEP program for future referrals

- Partner with veteran’s organizations
- State of Iowa SCSEP Program Coordinator will meet with and attend the county board of supervisors’ meetings to discuss the SCSEP program, as needed
- Partner with United Way to seek referrals in rural areas
- Seek referrals from participants
- Work with local housing authorities to identify potential participants
- Make sure Head Start/WIC and other agency programs know about SCSEP. Some participants are using these care giving programs for grandchildren
- Keep close contact with the correctional system to receive referrals

#### D. Long-term Strategy for Equitable Distribution

Iowa grantees will continue to strive for equitable distribution by continuing to develop strategies to improve relationships, strengthen program infrastructure, and establish a system of support to improve service delivery. These will be accomplished through training, sharing of program success stories, creating a stronger media presence, job development, and business services.

Iowa grantees have identified the following challenges in enrolling participants with the current equitable distribution: population density, participant turnover rates, limited number of host agencies, and population influx due to lower cost of living. Urban areas have a higher number of potential participants requesting assistance and more businesses are available to be developed into host agency sites. The training position numbers also change when participants exit the program for unsubsidized employment, health concerns, or other reasons. In rural communities, host agencies are harder to establish. Ongoing monitoring to assess Iowa’s equitable distribution will continue by grantees utilizing GPMS.

Iowa’s SCSEP Program Coordinator annually analyzes the over-served and underserved counties. Rural areas of the state which have no large cities are difficult for grantees to fulfill with only one or two training positions. The counties with a higher population city are often overenrolled, with the exception of Linn County in recent quarters.

Allocating and maintaining enrollment in rural area training positions is the goal of each grantee. The Department of Labor assigns Iowa equitable distribution requirements. Grantees have agreed to working towards equitable distribution by creating processes for referrals, over enrollment, waiting lists, and changes in equitable distribution. If a potential participant is not living in the county the grantee serves, the referral process is initiated.

Grantee staff will identify the appropriate grantee and provide the potential participant with that grantee's contact information. Additionally, the referring grantee staff will reach out to the appropriate grantee staff via email or phone call to provide potential participant's contact information. When Iowa Workforce Development took over the state SCSEP grant, a SCSEP web page was created, as well as a statewide SCSEP email that potential customers can use to get questions answered about the program and get referred to a grantee.

During grantee quarterly Teams calls, the grantees will discuss over enrollments and uneven distribution to determine if any changes can be made to shift participants to under enrolled areas. Additionally, if a participant waitlist need occurs it will be discussed at this time. Plans for any distribution changes will be created and discussed in this quarterly call.

### 1. Equitably serves both rural and urban areas

There are a total of 505 SCSEP training positions in Iowa, 258 or 51.1% are located in more urban areas and 247 or 48.9% in rural areas. The large number in rural areas presents a challenge, but also opportunity for grantees to work together. Statewide, out of the 99 counties participating 81 are under enrolled, 11 were over enrolled, and 7 were fully enrolled.

The following opportunities are potential ways to attain more equity:

- Participating in rural and community job fairs
- Media and marketing efforts to share information about the SCSEP program
- Engage participants in rural host agencies to recruit other participants
- Develop relationships and provide information to staff at American Job Centers (AJC) to create stronger referral systems
- Share numbers of overserved and underserved counties and complimentary solutions that work toward meeting greater balance during quarterly calls
- Develop partnerships with other rural providers such as the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), the Veterans Administration (VA), and Housing and Urban Development (HUD) to share information about referring individuals in targeted rural areas.
- Provide professional development training for organizations such as Head Start or Visiting Nurses to enhance connection for program referrals.

**Commented [CF9]:** This needs to be updated. 217 and 219 do not total 505. I'm also sure that the number of counties underenrolled, overenrolled and fully enrolled is not the same as it was 2 years ago. Please update this.

**Commented [BE10R9]:** corrected

- Expand the ability of all partners in the network to inform clients of workforce system services
- Develop relationships and provide information to staff at Department of Corrections (DOC), AJC Re-entry Workforce Advisors and other community transition support agencies to create stronger referral systems
- Expand the use of technology

## 2. Serves individuals afforded priority for service under 20 CFR 641.520.

Funding is available but may not always be enough to serve all eligible individuals. Federal Regulation has established a priority list. All grantees will utilize these criteria to prioritize individuals on the waiting list when no other authorized grantee in the county is available to serve them.

The following characteristics define waitlist eligibility:

- Veterans (or in some cases, spouses of veterans) for purposes of §2(a) of the Jobs for Veterans Act, 38 U.S.C. 4215(a)
- 65 years of age or older
- Have a disability
- Have limited English proficiency or low literacy skills
- Reside in a rural area
- Have low employment prospects
- Have failed to find employment after using services provided through the One Stop delivery system
- Are homeless or are at risk for homelessness
- Have been formerly incarcerated

The waiting list priority category for veterans or spouses of veterans will be as follows:

- Veteran or qualified spouse who possesses at least one of the other priority characteristics or.
- Veteran or qualified spouse who does not possess any of the other priority characteristics.
- Once all veterans or qualified spouses have been removed from the waiting list, others on the priority list will be served.

## E. Eligible Iowans in Grantee Service Areas

The most recent American Community Survey shows that in the state of Iowa; there are a total of 984160 individual's age 55 to 75+ that are age eligible for the program. The table below identifies the number of potential age eligible participants for each SCSEP grantee

**Commented [CF11]:** Updated ACS info is out there. Can this number be updated?

**Commented [BE12R11]:** corrected

Table 8. Eligible Aged Iowans by County Population

Iowa's Current SCSEP Grantees	Service Area Cumulative County Population
State Grantee	321064
National Able	313387
AARP	569344
Shared by two grantees	209927

### F. Relative distribution of eligible individuals in Iowa

The Iowa SCSEP program ensures that individuals in the following status and meet the following qualifications are served:

- Reside in urban and rural areas within Iowa
- Individuals with greatest economic need
- Minority populations
- Individuals with limited English proficiency
- Individuals with greatest social needs

Table 9. Distribution of individuals in Iowa

Educational Attainment	45 to 64 years	65 years and older
Less than 9th grade	17,861	14,477
9th to 12th grade, no diploma	31,629	23,541
High school graduate (includes equivalency)	223,100	234,268
Some college, no degree	155,393	113,407
Associate's degree	99,523	48,639
Bachelor's degree	154,362	95,470
Graduate or professional degree	82,025	59,077
Total	763,893	588,879

	Total	Below poverty level	Percent below poverty level
Label	Estimate	Estimate	Estimate
Population for whom poverty status is determined	3,103,543	339,867	11.0%
AGE			
35 to 64 years	1,159,659	94,552	8.2%
60 years and over	775,290	70,808	9.1%
65 years and over	562,873	47,920	8.5%

	45 to 64 years	65 to 74 years	75 years and over
Veteran	27,603	39,495	46,064
Nonveteran	375,182	301,626	201,694

Iowa				
Race	55 to 64 years	65 to 74 years	75 to 84 years	85 years and over
White Alone	364,895	318,731	172,446	66,413
Black or African American Alone	9702	5999	1647	450
American Indian and Alaska Native Alone	1083	571	74	85
Asian Alone	5,978	4,978	1,420	406
Native Hawaiian and Other Pacific Islander Alone	158	321	0	0
Some Other Race Alone	5,246	2,776	830	127
Two or More Races	15,727	7,745	3,365	495
Hispanic or Latino	12,886	6,066	2,332	515

\*Source: Census, American Community Survey, Tables B01001A:B01001I

The following table shows languages spoken at home and English ability level:

Label	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"		Speak English less than "very well"	
Label	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Population 5 years and over	3,020,507	(X)	2,911,431	96.4%	109,076	3.6%
Speak only English	2,750,479	91.10%	(X)	(X)	(X)	(X)
Speak a language other than English	270,028	8.90%	160,952	59.6%	109,076	40.4%
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>						
Spanish	133,460	4.40%	78,851	59.1%	54,609	40.9%
18 to 64 years old	98,451	3.30%	54,089	54.9%	44,362	45.1%
65 years old and over	7,271	0.20%	3,916	53.9%	3,355	46.1%
Other Indo-European languages	55,068	1.80%	37,269	67.7%	17,799	32.3%
18 to 64 years old	39,501	1.30%	26,661	67.5%	12,840	32.5%
65 years old and over	6,082	0.20%	4,360	71.7%	1,722	28.3%
Asian and Pacific Island languages	50,956	1.70%	27,337	53.6%	23,619	46.4%
18 to 64 years old	38,205	1.30%	21,429	56.1%	16,776	43.9%
65 years old and over	5,292	0.20%	1,259	23.8%	4,033	76.2%
Other languages	30,544	1.00%	17,495	57.3%	13,049	42.7%
18 to 64 years old	20,426	0.70%	11,067	54.2%	9,359	45.8%
65 years old and over	1,518	0.10%	1,013	66.7%	505	33.3%

\*Source: Census, American Community Survey, Tables B01001A:B01001I

Adding to the change in populations is the loss of residents in 70 of the 99 counties from April 2020 to July 2022. According to U.S. Census Bureau Population information released by the State Data Center in 2023, the counties with the highest declines were mostly found in large Eastern Iowa counties: Linn, Black Hawk, Muscatine, Scott, Lee, and Des Moines. Nearly all rural counties are losing population, as well, with the highest percentage of population loss in: Monona, Adams, Palo Alto, Osceola, Chickasaw, Crawford, Kossuth, and Emmet. Counties gaining population were mostly metropolitan areas or the metro's contiguous counties with a few rural county exceptions. Counties with the largest percentage increases include Dallas (8.4%), Warren (3.7%), Madison (3.0%), Johnson (2.3%), Lyon (2.1%), Dickinson (1.8%), Polk (1.8%), and Story (1.2%).

The SCSEP program participants closely align with these demographic trends. Grantees have made outreach efforts to target minority populations and have provided specialized services to encourage

**Commented [CF13]:** Please look to see if this can be updated. We are in a time crunch now, so I'm not sure if we can get what we need in time to submit.

**Commented [BE14R13]:** I think this is as close as we can get at this time.

**Commented [CF15]:** This is likely the same because it came from census data, but it wouldn't hurt to double check the State Data Center page.

**Commented [BE16R15]:** I didn't find anything more recent.

program participation. For example, SCSEP grantees have gone to homeless shelters and held participant specific groups with translators available. This has provided greater program access and addresses participant specific barriers to accessing services. Grantees have noted an increase in participants aged 75+ seeking SCSEP services. In Program Year 2024, Iowa's State Grantee served 23 individuals age 75+ or 13.5 % of participants served. Along with these older participants, the goal for the "Most-in-Need" was 2.90 barriers to employment. At years' end the grant reported out a participant average of 3.10 barriers to employment.

The SCSEP program is designed to serve individuals who require the most assistance in returning to employment; the SCSEP grantees in Iowa are in compliance. As those with greater barriers request services, partnerships with other community agencies will become more important. Collaboration and wrap-around services are more easily accessible for participants when sub-grantee staff are co-located and engaged in AJCs. For example, AARP uses the Des Moines AJC for their job club. They also use Lutheran Social Services to provide interpreting for those with language barriers. These practices and collaborative service delivery opportunities have proven to be successful delivery models which other grantees are working to replicate.

SCSEP participants have expressed that more of them are caring for their grandchildren. An increasing number of participants need assistance for childcare services. Establishing connections with Head Start and the community action agencies to pay for childcare will be valuable. Additionally, understanding the childcare funding programs available through the Department of Human Services will also be necessary. All the grantees will seek out these supports so that the participants will have the support necessary to return to employment.

**Commented [CF17]:** I should have updated this 2 years ago and obviously didn't. We need it updated for this. We should not be referencing PY2018.

**Commented [BE18R17]:** corrected

## G. Plan for Redistribution and Disruptions in Services

As the population shifts and as training positions are redistributed, all SCSEP grantees will coordinate to assure the least disruption of services to participants. Grantee will collaborate and follow this protocol should changes or shifts in service be required:

- Make gradual shifts in training positions as they become vacant in areas where there have been changes in eligible populations
- Transfer a participant to a new grantee with the involvement of the State SCSEP Director
- Grantees will submit, in writing, proposed changes in distribution that occur after submission of the equitable distribution report to the Department of Labor
- All grantees will coordinate and plan for proposed changes in position distribution
- Participant training assignments at their host agency will not be shortened in length unless unsubsidized employment is obtained

### SCSEP ASSURANCES

The State Plan must include assurances that SCSEP is included in the Iowa Unified Workforce Plan, the State has established a written policy and procedure to obtain advice and recommendations on the State Plan from:

- |    |  |
|----|--|
| 1. | Representatives of the State and area agencies on aging.<br><br>State and local boards under WIOA.<br><br>Public and private nonprofit agencies and organizations providing employment services, including each grantee operating a SCSEP project within the State, except as provided under section 506(a)(3) of OAA and 20 CFR 641.320(b).<br><br>Social service organizations providing services to older individuals.<br><br>Grantees under Title III of OAA.<br><br>Affected Communities.<br><br>Unemployed older individuals.<br><br>Community-based organizations serving older individuals.<br><br>Business organizations; and<br><br>Labor organizations. |
|----|--|

The development of the Iowa SCSEP State Plan was coordinated by the Iowa SCSEP Program Coordinator from Iowa Workforce Development. Representatives from the National grantees, the AARP Foundation and National Able Network met to discuss challenges and propose solutions for the plan implementation. In 2022, four listening sessions were held for parties interested in the state plan. One session focused on participants, another on host agencies and businesses partners, another for providers of services to older Iowans, including community-based organizations, grantees under Title III of OAA, and social service organizations, and the last for local workforce boards, which includes labor organizations and business organizations. For participant groups the topics surveyed included the types of jobs being sought, host agency training, and other employment training desired. Employer invitations to listening sessions were sent through local AJCs and local workforce boards.

The comments received during the listening sessions:

SCSEP participants attending the session were in agreement that transportation to host agency sites and then to unsubsidized employment is a significant challenge in Iowa. They voiced this as a barrier in both rural and urban areas of the state. SCSEP participants also mentioned that interview and work clothing can be a challenge at times. They additionally expressed an interest in more options for short-term certifications. All of these fall into areas that are addressed in the plan for the coming years through more training for SCSEP grantees and case managers regarding other programs and services available to assist their customers and increased co-enrollment with WIOA core programs.

In the session with host agencies and business partners there was a wider variety of topics and comments. Most host agencies stated that they felt the participants placed with them worked out very well, and that they felt the partnership with the program was good. One participant who worked for a host agency in a previous job stated that she had experienced some participants who didn't really want the training experience they were placed in but were there because that was what was assigned to them. She said this was several years ago and might not happen today. Robust training for SCSEP grantee staff is built into the new State Plan. This training should ensure that participants are aligned with training that interests them. Businesses stated that additional preparation for job searching could be helpful, mentioning things like resume help and mock interviews. This is addressed in the plan through increased partnership with American Job Centers in Iowa who provide these services at no cost to all Iowans. A list of SCSEP grantee staff including the area they cover was requested by Business Engagement Consultants at Iowa Workforce Development. This will be developed and distributed.

In the session with local workforce boards there was interest in learning about the outcome measures for SCSEP and if there was the ability to drill those down to each local area. Boards were interested in updates on SCSEP, including educational opportunities to learn more about the program, successful placements, enrollments per county, reported outcome results, and wage information. There was also an interest from one board regarding incorporating federal "Good Jobs Principles" into placements of

participants. Some board members also felt that their community connections could be useful to the program, assisting with connection to business or even potential host agency sites.

The session with service providers to older lowans provided a different perspective to previous session comments, while still highlighting some of the same concerns. Service providers echoed that transportation is a significant issue for SCSEP participants in Iowa, regardless of whether the participants are rural or urban. Providers felt that more collaboration with community colleges or entities that provide training like basic computer classes would be helpful. This group expressed that there is sometimes a misunderstanding with SCSEP participants regarding their training placement, and that participants think of it as their job rather than a training opportunity. Training for host agencies regarding what is expected of them was noted as something that would be useful. Providers also noted that getting public involved with public entities to help recruit host sites would be good. They noted that in the more rural parts of the state it is sometimes very difficult to have a close host agency for a participant to do their job training. One other point of consideration from the provider's perspective was that they felt a better follow-up system with businesses would be extremely helpful. Providers need to follow up on their participants after they gain unsubsidized employment, and it is sometimes difficult to get information needed for federal reporting. If a more formalized follow-up system was in place with businesses, reported outcomes would likely be better.

When service delivery is disrupted for a natural disaster or emergency situation all grantees will observe guidance provided by the State of Iowa and Federal Government to ensure the health and safety of participants, staff, host agencies, and Iowa communities. Grantees will attend Department of

Labor and Iowa SCSEP grantee meetings and calls for guidance and information updates leading up to and during these emergency situations. Iowa SCSEP Program Coordinator will coordinate and encourage communications between all Iowa SCSEP grantees. All grantees will communicate changes and decisions related to their emergency plans and service delivery as situations evolve or require adjustments. All adjustments must be allowed by federal laws.

If the participant is unable to report to their host agency because of events such as tornadoes, flooding, pandemic, or other disaster, they should contact their SCSEP staff as soon as possible to report their situation, safety and whether they will be able to return to their host agency. Each participant impacted by a loss of a host agency by such disasters will be reassigned to another host agency as circumstances permit.

Each grantee shall have procedures in place that would enable contact and follow-up of any participant following a natural disaster. Additionally, grantees will provide participants with updates and instructions on any policy and procedure changes that impact participant program engagement.

Iowa grantees will continue to offer a variety of options to participants as person centered planning, as long as the U.S. Department of Labor continues to allow the flexibility under the law. Iowa grantees are assisting participants interested in returning to standardized service delivery to do so. If participants are interested in pursuing modified service delivery, will assist with available modifications while allowable. Iowa's currently offered modified service strategies are listed below.

**Service Delivery Modifications:**

- **Paid Sick Leave:** Iowa grantees utilize this service flexibility to pay participants and maintain enrollment. See the U.S. Department of Labor's guidance below. Grantees maintain this flexibility provided by the U.S. Department of Labor, until otherwise notified.

The SCSEP regulations at 20 CFR 641.565(b)(1)(vi) state that "Grantees and sub-recipients must provide necessary sick leave that is not part of an accumulated sick leave program, which may be paid or in the form of rescheduled work time." The regulations do not further define what constitutes "necessary sick leave," nor do the regulations place minimums or maximums on the amount of sick leave that may be provided to SCSEP participants. Accordingly, grantees have flexibility to define these parameters through sick leave policies at the grantee level, provided that such policies adhere to applicable rules governing SCSEP grants, including the "Factors affecting allowability of costs" and "Reasonable costs" specified in Uniform Grant Guidance at 2 CFR 200.403 and 2 CFR 200.404, respectively. In general, consistent with 20 CFR 641.565(b)(1)(i), such policies must ensure uniform treatment of all participants under your project or sub-project. Grantees should already have such policies in place, but in

light of the scope of the current situation, we encourage you to either review existing policies and amend them as necessary or initiate new policies to govern the use of paid sick leave.”

- Online course enrollments: Virtual educational courses and continued learning opportunities for participants. Grantees provide coaching with technology and variety of support and services. These opportunities were sought through online sources, local community colleges and AJCs. This is an option that has been facilitated by all grantees.
- Workbooks: Hands on educational content for participants to learn job readiness skills and a variety of topics with the support of grantee staff through discussion. This was primarily used during the pandemic but continues to be an option under current guidance. This is an option that has been facilitated by all grantees.
- Group conference calls: Participants received information, education, connection, networking, and exploration via group calls and discussions. Examples include job clubs, business panels, and practice of communication and other job preparedness skills. Group conference calls have been an inclusive and accessible way to connect with participants without a technological access point at home. An option that has been utilized by all grantees to provide a variety of services.
- Individual meeting calls: Participants received a variety of individualized career services, coaching, supportive services, and support over the phone. These have been utilized for mock interviews and informational interviews as well. An option that has been provided by all Iowa grantees.

## ■ Chapter Five: Consumer and Service Reporting Definitions

The following definitions apply:

*Authorized position level* means the number of SCSEP enrollment opportunities that can be supported for a 12-month period based on the average national unit cost. The authorized position level is derived by dividing the total amount of funds appropriated for a Program Year by the national average unit cost per participant for that Program Year as determined by the Department. The national average unit cost includes all costs of administration, other participant costs, and participant wage and benefit costs as defined in § 506(g) of the OAA.

*Career services* mean those services described in sec. 134(c) (2) of WIOA.

*Co-enrollment* applies to any individual who meets the qualifications for SCSEP participation and is also enrolled as a participant in WIOA or another employment and training program, as provided in the Individual Employment Plan (IEP).

*Community service* means:

- (1) Social, health, welfare, and educational services (including literacy tutoring), legal and other counseling services and assistance, including tax counseling and assistance and financial counseling, and library, recreational, and other similar services.
- (2) Conservation, maintenance, or restoration of natural resources.
- (3) Community betterment or beautification.
- (4) Antipollution and environmental quality efforts.
- (5) Weatherization activities.
- (6) Economic development; and
- (7) Other such services essential and necessary to the community as the Secretary determines by rule to be appropriate. (OAA § 518(a) (1)).

*Community service assignment* means part-time, temporary employment paid with grant funds in projects at host agencies through which eligible individuals are engaged in community service and receive work experience and job skills that can lead to unsubsidized employment. (OAA § 518(a) (2)).

*Community Service Employment* means part-time, temporary employment paid with grant funds in projects at host agencies through which eligible individuals are engaged in community service and receive work experience and job skills that can lead to unsubsidized employment. (OAA sec. 518(a) (2).) The term community service assignment is used interchangeably with community service employment.

*Core measures* means hours (in the aggregate) of community service employment; the percentage of project participants who are in unsubsidized employment during the second quarter after exit from the project; the percentage of project participants who are in unsubsidized employment during the fourth quarter after exit from the project; the median earnings of project participants who are in unsubsidized employment during the second quarter after exit from the project; indicators of effectiveness in serving employers, host agencies, and project participants; the number of eligible individuals served; and most-in-need (the number of individuals described in sec. 518(a)(3)(B)(ii) or (b)(2) of the OAA). (OAA sec. 513(b) (1).) TEGl 07-25 Performance Alignment: In addition to OAA core measures, Iowa SCSEP will incorporate TEGl's Effectiveness in Serving Employers (ESE) baseline indicator, focusing on retention with the same employer as a measure of long-term employment success.

*Department or DOL* means the United States Department of Labor, including its agencies and organizational units.

*Disability* means a disability attributable to mental or physical impairment, or a combination of mental and physical impairments, that results in substantial functional limitations in one or more of the following areas of major life activity:

- (1) Self-care.
- (2) Receptive and expressive language.
- (3) Learning.
- (4) Mobility.
- (5) Self-direction.
- (6) Capacity for independent living.
- (7) Economic self-sufficiency.
- (8) Cognitive functioning; and
- (9) Emotional adjustment. (42 U.S.C. 3002(13)).

*Equitable distribution report* means a report based on the latest available Census or other reliable data, which lists the optimum number of participant positions in each designated area in the State, and the number of authorized participant positions each grantee serves in that area, taking into account the needs of underserved counties and incorporated cities as necessary. This report provides a basis for improving the distribution of SCSEP positions.

*Frail* means an individual 55 years of age or older who is determined to be functionally impaired because the individual—

- (1)(i) Is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision: or
- (ii) At the option of the State, is unable to perform at least three such activities without such assistance; or
- (2) Due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual. (42 U.S.C. 3002(22)).

*Grant period* means the time period between the effective date of the grant award and the ending date of the award, which includes any modifications extending the period of performance, whether by the Department's exercise of options contained in the grant agreement or otherwise. This is also referred to as "project period" or "award period."

*Grantee* means an entity receiving financial assistance directly from the Department to carry out SCSEP activities. The grantee is the legal entity that receives the award and is legally responsible for carrying out the SCSEP, even if only a particular component of the entity is designated in the grant award document. Grantees include public and nonprofit private agencies and organizations, agencies of a State, tribal organizations, and Territories, that receive SCSEP grants from the Department. (OAA §§ 502(b) (1), 506(a)(2)). As used here, "grantee" includes "grantee" as defined in 29 CFR 97.3 and "recipient" as defined in 29 CFR 95.2(gg).

*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)).

*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)).

*At risk for homelessness* means an individual is likely to become homeless and the individual lacks the resources and support networks needed to obtain housing.

*Homeless* includes:

- (1) An individual who lacks a fixed, regular, and adequate nighttime residence; and
- (2) An individual who has a primary night-time residence that is:
  - (i) A supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill);
  - (ii) An institution that provides a temporary residence for individuals intended to be institutionalized; or
  - (iii) A public or private place not designed for, or ordinarily used as, regular sleeping accommodations for human beings. (42 U.S.C. 11302(a)).

*Host agency* means a public agency or a private nonprofit organization exempt from taxation under § 501(c)(3) of the Internal Revenue Code of 1986 which provides a training work site and supervision for

one or more participants. Political parties cannot be host agencies. A host agency may be a religious organization as long as the projects in which participants are being trained do not involve the construction, operation, or maintenance of any facility used or to be used as a place for sectarian religious instruction or worship. (OAA § 502(b)(1)(D)).

*Indian* means a person who is a member of an Indian tribe. (42 U.S.C. 3002(26)).

*Indian tribe* means any tribe, band, nation, or other organized group or community of Indians (including Alaska Native village or regional or village corporation as defined in or established pursuant to the Alaska Native Claims Settlement Act, 43 U.S.C. 1601 *et seq.*) which: (1) Is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians; or (2) is located on, or in proximity to, a Federal or State reservation or Rancheria. (42 U.S.C. 3002(27)).

*Individual employment plan (IEP)* means a plan for a participant that is based on an assessment of that participant conducted by the grantee or sub-recipient, or a recent assessment or plan developed by another employment and training program, and a related service strategy. The IEP must include an appropriate employment goal (except that after the first IEP, subsequent IEPs need not contain an employment goal if such a goal is not feasible), objectives that lead to the goal, a timeline for the achievement of the objectives; and be jointly agreed upon with the participant. (OAA § 502(b)(1)(N)).

*Jobs for Veterans Act* means Public Law 107-288 (2002). Section 2(a) of the Jobs for Veterans Act, codified at 38 U.S.C. 4215(a), provides a priority of service for Department of Labor employment and training programs for veterans, and certain spouses of veterans, who otherwise meet the eligibility requirements for participation. Priority is extended to veterans. Priority is also extended to the spouse of a veteran who died of a service-connected disability; the spouse of a member of the Armed Forces on active duty who has been listed for a total of more than 90 days as missing in action, captured in the line of duty by a hostile force, or forcibly detained by a foreign government or power; the spouse of any veteran who has a total disability resulting from a service-connected disability; and the spouse of any veteran who died while a disability so evaluated was in existence. (See § 641.520(b)).

*Job ready* refers to individuals who do not require further education or training to perform work that is available in their labor market.

*Limited English proficiency* means individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

*Local Board* means a Local Workforce Development Board established under sec. 107 of the Workforce Innovation and Opportunity Act.

*Local Workforce Development Area* or *local area* means an area designated by the Governor of a State under sec. 106 of the Workforce Innovation and Opportunity Act.

*Low employment prospects* means the likelihood that an individual will not obtain employment without the assistance of the SCSEP or another workforce development program. Persons with low employment prospects have a significant barrier to employment. Significant barriers to employment may include but are not limited to: Lacking a substantial employment history, basic skills, and/or English-language proficiency; lacking a high school diploma or the equivalent; having a disability; being homeless; or residing in socially and economically isolated rural or urban areas where employment opportunities are limited.

*Low literacy skills* means the individual computes or solves problems, reads, writes, or speaks at or below the 8th grade level or is unable to compute or solve problems, read, write, or speak at a level necessary to function on the job, in the individual's family, or in society.

*Most-in-need* means participants with one or more of the following characteristics: Have a severe disability; are frail; are age 75 or older; are age-eligible but not receiving benefits under title II of the Social Security Act; reside in an area with persistent unemployment and have severely limited employment prospects; have limited English proficiency; have low literacy skills; have a disability; reside in a rural area; are veterans; have low employment prospects; have failed to find employment after using services provided under title I of the Workforce Innovation and Opportunity Act; or are homeless or at risk for homelessness. (OAA sec. 513(b)(1)(F).)

*National grantee* means a public or non-profit private agency or organization, or Tribal organization, that receives a grant under title V of the OAA (42 U.S.C. 3056 *et seq.*) to administer a SCSEP project. (See OAA § 506(g)(5)).

OAA means the Older Americans Act, 42 U.S.C. 3001 *et seq.*, as amended.

*One-Stop Center* means the One-Stop Center system in a WIOA local area, which must include a comprehensive One-Stop Center through which One-Stop partners provide applicable career services, and which provides access to other programs and services carried out by the One-Stop partners. (See WIOA sec. 121(e)(2).)

*One-Stop delivery system* means a system under which employment and training programs, services, and activities are available through a network of eligible One-Stop partners, which assures that information about and access to career services are available regardless of where the individuals initially enter the workforce development system. (See WIOA sec. 121(e)(2).)

*One-Stop partner* means an entity described in sec. 121(b)(1) of the Workforce Innovation and Opportunity Act, *i.e.*, required partners, or an entity described in sec. 121(b)(2) of the Workforce Innovation and Opportunity Act, *i.e.*, additional partners.

*Other participant (enrollee) costs* means the costs of participant training, including the payment of reasonable costs to instructors, classroom rental, training supplies, materials, equipment, and tuition, and which may be provided before or during a community service assignment, in a classroom setting, or under other appropriate arrangements; job placement assistance, including job development and job search assistance; participant supportive services to enable a participant to successfully participate in a project, including the payment of reasonable costs of transportation, health care and medical services, special job-related or personal counseling, incidentals (such as work shoes, badges, uniforms, eyeglasses, and tools), child and adult care, temporary shelter, and follow-up services; and outreach, recruitment and selection, intake orientation, and assessments. (OAA § 502(c)(6)(A)(ii)-(v)).

*Pacific Island and Asian Americans* means Americans having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. (OAA sec. 518(a)(6).)

*Participant* means an individual who is determined to be eligible for the SCSEP, is given a community service assignment, and is receiving any service funded by the program as described in subpart E.

*Persistent unemployment* means that the annual average unemployment rate for a county or city is more than 20 percent higher than the national average for two out of the last three years.

*Poor employment prospects* means the significant likelihood that an individual will not obtain employment without the assistance of the SCSEP or another workforce development program. Persons with poor employment prospects have a significant barrier to employment; significant barriers to employment include but are not limited to: lacking a substantial employment history, basic skills, and/or English-language proficiency; lacking a high school diploma or the equivalent; having a disability; being homeless; or residing in socially and economically isolated rural or urban areas where employment opportunities are limited.

*Program operator* means a grantee or sub-recipient that receives SCSEP funds from a SCSEP grantee or a higher-tier SCSEP sub-recipient and performs the following activities for all its participants: Eligibility determination, participant assessment, and development of and placement into community service assignments.

*Program Year* means the one-year period beginning on July 1 and ending on June 30.

*Project* means an undertaking by a grantee or sub-recipient in accordance with a grant or contract agreement that provides service to communities and training and employment opportunities to eligible individuals.

*Recipient* means grantee. As used here, "recipient" includes "recipient" as defined in 29 CFR 95.2(gg) and "grantee" as defined in 29 CFR 97.3.

*Residence* means an individual's declared dwelling place or address as demonstrated by appropriate documentation.

*Rural* means an area not designated as a metropolitan statistical area by the Census Bureau; segments within metropolitan counties identified by codes 4 through 10 in the Rural Urban Commuting Area (RUCA) system; and RUCA codes 2 and 3 for census tracts that are larger than 400 square miles and have population density of less than 30 people per square mile.

*SCSEP* means the Senior Community Service Employment Program authorized under title V of the OAA.

*Secretary* means the Secretary of the U.S. Department of Labor.

*Service area* means the geographic area served by a local SCSEP project in accordance with a grant agreement.

*Severe disability* means a severe, chronic disability attributable to mental or physical impairment, or a combination of mental and physical impairments, that—

- (1) Is likely to continue indefinitely; and
- (2) Results in substantial functional limitation in 3 or more of the following areas of major life activity:
  - (i) Self-care.
  - (ii) Receptive and expressive language.
  - (iii) Learning.
  - (iv) Mobility.
  - (v) Self-direction.
  - (vi) Capacity for independent living.
  - (vii) Economic self-sufficiency. (42 U.S.C. 3002(48)).

*Severely limited employment prospects* means the substantial likelihood that an individual will not obtain employment without the assistance of the SCSEP or another workforce development program. Persons with severely limited employment prospects have more than one significant barrier to employment; significant barriers to employment may include but are not limited to: Lacking a substantial employment history, basic skills, and/or English-language proficiency; lacking a high school diploma or the equivalent; having a disability; being homeless; or residing in socially and economically isolated rural or urban areas where employment opportunities are limited.

*State Board* means a State Workforce Development Board established under WIOA sec. 101.

*State grantee* means the entity designated by the Governor, or the highest government official, to enter into a grant with the Department to administer a State or Territory SCSEP project under the OAA. Except as applied to funding distributions under § 506 of the OAA, this definition applies to the 50 States, Puerto Rico, the District of Columbia and the following Territories: Guam, American Samoa, U.S. Virgin Islands, and the Commonwealth of the Northern Mariana Islands.

*State Plan* means a plan that the Governor, or the highest government official, of a State must submit to the Secretary that outlines a four-year strategy, and describes the planning and implementation process, for the statewide provision of community service employment and other authorized activities for eligible individuals under SCSEP. (See § 641.300).

*Sub-recipient* means the legal entity to which a sub-award of financial assistance is made by the grantee (or by a higher-tier sub-recipient), and that is accountable to the grantee for the use of the funds provided. As used here, "sub-recipient" includes "sub-grantee" as defined in 29 CFR 97.3 and "sub-recipient" as defined in 29 CFR 95.2(kk).

*Supportive services* means services, such as transportation, health and medical services, special job-related or personal counseling, incidentals (such as work shoes, badges, uniforms, eye-glasses, and tools), child and adult care, housing, including temporary shelter, follow-up services, and needs-related payments, which are necessary to enable an individual to participate in activities authorized under the SCSEP. (OAA secs. 502(c)(6)(A)(iv) and 518(a)(8).)

*Title V of the OAA* means 42 U.S.C. 3056 *et seq.*, as amended.

*Training services* means those services authorized by WIOA sec. 134(c)(3).

*Tribal organization* means the recognized governing body of any Indian tribe, or any legally established organization of Indians which is controlled, sanctioned, or chartered by such governing body. (42 U.S.C. 3002(54)).

*Unemployed* means an individual who is without a job and who wants and is available for work, including an individual who may have occasional employment that does not result in a constant source of income. (OAA sec. 518(a)(9).)

*Veteran* means an individual who is a "covered person" for purposes of the Jobs for Veterans Act, 38 U.S.C. 4215(a)(1).

*Workforce Innovation and Opportunity Act (WIOA)* means the Workforce Innovation and Opportunity Act, Public Law 113-128 (July 22, 2014), as amended.

*Workforce Innovation and Opportunity Act (WIOA) regulations* means the regulations in parts 675 through 688 of this chapter, the Wagner-Peyser Act regulations in parts 651 through 654 and part 658 of this chapter, and the regulations implementing WIOA sec. 188 in 29 CFR part 38.

[75 FR 53812, Sept. 1, 2010, as amended at 77 FR 4661, Jan. 31, 2012; 82 FR 56880, Dec. 1, 2017]

#### Civil Rights and Compliance Assurance

Iowa SCSEP reaffirms adherence to all applicable federal civil rights laws and TEGL guidance, ensuring nondiscrimination and equal access to services for all participants.

## ■ References

### **American Community Survey**

<https://www.census.gov/programs-surveys/acs/>

### **Federal Regulations (Title 20 Part 641.140)**

<https://www.govinfo.gov/content/pkg/CFR-2019-title20-vol3/xml/CFR-2019-title20-vol3-part641.xml>

### **Iowa Workforce Development Labor Market Information Division**

<https://workforce.iowa.gov/labor-market-information/labor-supply-availability/acs/data>

### **Local Employment & Household Dynamics**

<https://lehd.ces.census.gov/>

### **O\*Net OnLine**

<https://www.onetonline.org/>