U.S. DEPARTMENT OF LABOR

Serving SCSEP Participants Effectively

Connecting participant journey, quality services, and performance

Wednesday, October 21 | Session 2 | 2:30–4:00 p.m.

Sharing practices, learning from one another, and strengthening participant services

Today's conversation — 90 min

OPEN	Purpose + quick poll	**5 min**
CONNECT	Measures + participant experience	**10 min**
DISCUSS	Grantee practices, outreach + host agencies	**27 min**
APPLY	Enrollment, assignments, training + supports	**34 min**
SUSTAIN	Communication, commitment + questions	**14 min**

What we will explore together

Together, we will explore how to:

- Reach eligible older adults and recruit suitable host agencies through local partnerships.
- Match assignments and training to participant needs and employment goals.
- Connect everyday service decisions to Service Level, Most in Need, and Community Service Hours.

Leave with one idea you can try with your team.

Quick poll: where does the process break down?

Choose the point that creates the greatest challenge in your local service delivery area(s).

A Reaching eligible older adults

B Identifying barriers

C Finding the right assignment

D Identifying and providing specific skills training

E Transitioning into employment

Respond by chat

Three measures tell one service story

The Service Level, Community Service Hours and Most in Need Measures connect who the program serves, the qualifying barriers participants face, and the community service hours they receive.

The participant pathway and performance

1 REACH

Recruit in places where eligible older adults already seek help, services, and may frequently visit

2 UNDERSTAND

Conduct comprehensive initial and re/assessments. Document barriers through respectful conversation.

3 MATCH

Align CS assignments, training, and supports with the training and employment goal.

4 SUSTAIN

Maintain communication, resolve barriers early, and planned hours are sustained.

Participant-centered service improves the conditions that support performance.

Three measures through a service lens

SERVICE LEVEL	Are we serving the number of participants our grant is designed to serve?	Keep recruitment active, reduce avoidable enrollment delays, and manage openings.
MOST IN NEED	Are we reaching and documenting people with qualifying barriers?	Ask clear questions, use approved documentation, and review the record before enrollment.
COMMUNITY SERVICE HOURS	Are enrolled participants receiving meaningful assignment hours?	Plan hours, monitor attendance, resolve interruptions, and maintain viable host agency capacity.

Ask: Which staff decision affects more than one measure?

Boots on the ground starts building relationships

Effective outreach happens through people and organizations that already understand the community, its barriers, and where older adults seek support.

Local outreach and partnership opportunities

Where eligible adults may already connect

- American Job Centers and workforce partners
- Housing, food access, health, and aging networks
- Libraries, faith communities, and neighborhood groups
- Veterans' services and disability organizations

What makes a partnership productive

A clear explanation of SCSEP and eligibility

A named contact and simple referral process

Regular follow-up on referral quality

A two-way exchange of information and community needs

Introductions to prospective host agencies

Panel discussion: service decisions and performance

1 Three Measures Tell One Service Story

Do you use Service Level, Most in Need, and Community Service Hours together to assess how effectively you are serving participants? Describe a situation when looking at the measures together helped identify an enrollment or service gap?

2 Reach: Recruitment That Supports Performance

What challenges have made it difficult to reach or enroll individuals with most in need barriers to training and employment?

What actions did you take to address these challenges and what was the outcome?

Panel discussion: service decisions and performance

3 Understand: Connecting Barriers to Services

Have you changed your enrollment conversations to better identify and document qualifying Most in Need barriers as well as understand how those barriers affect participation?

If so, describe how your staff use that information to plan services.

4 Match: Assignments That Support Participation

How do you use a participant assessed goals, skills, and barriers to select a community service assignment and determine whether their hours need adjustment? Share an example.

When an assignment or schedule did not fit the participant needs, how did you respond?

Panel discussion: service decisions and performance

5 Managing Service Level and Community Service Hours

How do you determine participants' community service hours and monitor whether those hours are worked?

When Service Level is below target, how do you balance filling open slots and managing community service hours? What changes have helped improve both measures?

6 Sustain: Keeping the Service Plan Working

Do you have a routine for identifying participants who are missing planned hours, experiencing assignment difficulties, or facing new barriers? If so, describe how your staff intervene. Share a situation where the original plan was not working: what did you change, and were you able to restore consistent participation?

Panel takeaways: connecting practice to performance

- Look at Service Level, Most in Need, and Community Service Hours together.
- Use assessments and participant feedback to guide service decisions.
- Monitor results and adjust practices when participation or hours fall short.

Local partnerships expand host agency opportunities

Outreach brings participants in. A variety of host agencies expands the options for serving them.

Outreach and enrollment	Local partners can refer eligible older adults and help identify prospective host agencies.
Most in Need	Different locations, duties, and schedules offer more ways to match assignments to participant goals and barriers.
Community service hours	Suitable assignments, available supervision, and consistent schedules help participants maintain planned hours.

Ask local partners: Who else could offer a meaningful community service assignment?

Recruiting host agencies for participant success

1. Identify host agencies that can offer duties connected to participants training and employment goals.
2. Explain SCSEP's purpose and discuss expectations for supervision, training, schedules, and communication.
3. Assess whether the agency can provide meaningful assignments and consistent community service hours.
4. Continue recruiting to address gaps in assignment options, locations, and available schedules.

Audience chat: expanding host agency options

1. Identify a gap

What type of host agency and community service training is needed?

2. Use a local partnership

Which local partner could help you recruit a host agency to fill that gap?

In chat: Gap: _____. Partner: _____.

A strong match begins with a complete picture

The enrollment conversation should connect the participant barriers, capabilities, work history, interests, and employment goal to an achievable service plan.

Intake and enrollment as a guided conversation

Information staff needs

- Employment goal and preferred work setting
- Current skills and skills that need development
- Barriers that affect participation and employment
- Schedule, transportation, technology, and support needs

Practices that improve the conversation

- Explain why each question matters
- Use plain language and allow time for reflection
- Ask follow-up questions without leading the answer
- Confirm the participant priorities before finalizing the plan

CS Assignment match: four points of alignment

TRAINING & EMPLOYMENT GOAL	What type of work does the participant want and can reasonably pursue?
LEARNING VALUE	Which duties build or demonstrate needed skills?
PARTICIPANT NEEDS	What schedule, setting, accessibility, or support factors affect success?
HOST AGENCY CAPACITY	Can the host agency provide supervision, meaningful duties, feedback, and hours needed?

A convenient opening may still be a poor assignment if the duties do not support the employment plan.

Case management as an active practice

WEEKLY	Review open slots, planned versus actual hours, CSA and attendance concerns
MONTHLY	Check progress toward IEP goals, training progress, host agency feedback, support needs
CIRCUMSTANCE	Monitor schedule interruptions, new barriers, assignment concerns, employment leads

A useful review produces a necessary action, who is responsible, and a follow-up date.

Services should remove a barrier and advance the employment plan

Training and supportive services should connect with the participant's needs that are documented, have a clear objective, and follow-up conversations.

Training tied to the employment goal

THE GAP

What skill does the target job goal require that the participant cannot yet demonstrate?

THE PRACTICE

How can the participant use the skill during the community service assignment?

THE EVIDENCE

How will the participant and staff know the skill has improved?

Supportive services as barrier resolution

1	**Identify**	What specific barrier is affecting participation or employment?
2	**Confirm**	What does the participant say would help, and what resources already exist?
3	**Connect**	Which program or partner resource fits the documented need?
4	**Follow up**	Did the service resolve the barrier, or does the plan need to change?

Use current program requirements and local procedures when determining allowability and documentation.

Apply the pathway: meet Rosa

Rosa, age 62

Recent caregiving responsibilities kept her out of the workforce. She wants an office support role but has limited recent computer experience, shares a car, and feels unsure about interviews.

1. **What else do you need to learn before selecting an assignment?**
2. **What host agency duties would support her goal?**
3. **Which training or supportive service could remove an immediate barrier?**
4. **Where should all of this be documented?**

Panel discussion: support that changed the outcome

Q1 Describe a time when staff identified a barrier early enough to ensure that the participant was able to continue their participation in SCSEP. What did they notice, and what action followed?

Q2 How do you keep training connected to the participant employment goal instead of treating it as a separate activity?

Q3 How do host agency supervisors help reinforce new skills?

Q4 What routine helps staff determine whether a supportive service actually solved the problem?

Clear communication keeps the service plan moving

Participants, program staff, and host agency supervisors need the same understanding of goals, duties, schedules, progress, and next steps.

A simple communication rhythm

PARTICIPANT + STAFF	**Regular check-in**	Progress, barriers, hours, training, and next step
STAFF + HOST AGENCY	**Scheduled supervisor contact**	Duties, attendance, coaching, skill growth, and emerging concerns
ALL THREE	**Progress review – reassessments activities at key points**	Shared expectations, needed changes, and responsibilities

Every contact should end with a clear next action and follow-up date.

Practice: the 10-minute check-in

2 min	What has gone well since our last conversation?
3 min	Has anything changed or become difficult?
3 min	Do you feel that your current assignment and training connects to your employment goal?
2 min	What will each of us do next, and when will we reconnect?

Adapt the questions for the host agency supervisor and document relevant actions.

One practice for next week

Complete one sentence:

To improve how we serve participants, I will _____ by _____.

Choose an action small enough to start and specific enough to verify.

a partner to contact • a caseload routine to test • a panel practice to adapt • a communication step to strengthen

Better service decisions strengthen performance

Use local partners for participant and host agency recruitment.

Match assignments and training to employment goals.

Respond early when barriers threaten participation.

Keep participants, staff, and host agencies connected.

Questions and discussion


THANK YOU
FOR ALL
YOU DO!