Wisconsin Senior Community Services Employment Program State Plan

Program Years 2020–2023
Modification March 2022

Wisconsin Department of Health Services
Division of Public Health

Tony Evers

January 18, 2022

Martin Walsh
Secretary of Labor
Department of Labor
Room C-2318
200 Constitution Avenue NW
Washington DC 20210

Dear Mr. Secretary:

The Wisconsin Department of Health Services (DHS) administers the Senior Community Services Employment Program (SCSEP)/Title V of the Older Americans Act (OAA). DHS is responsible for complying with all requirements of this grant. A Four Year State Plan Modification is one of those requirements.

I am delegating authority to sign agreements and assurances to Department Secretary Designee Karen Timberlake. At Secretary Timberlake's direction, Debra Standridge, Deputy Secretary, Office of the Secretary may also sign the documents. All correspondence should be sent to:

> Debra Standridge
> Deputy Secretary
> Department of Health Services
> 1 West Wilson Street
> PO Box 7850
> Madison, WI 53707-7850

Sincerely,

Tony Evers
Governor

Program Administration Designee and Plan Signature

Name of Title V of the Older Americans Act Grant Recipient/Lead Agency:
Department of Health Service, Bureau of Aging & Disability Resources
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Name and Title of State Senior Community Service Employment Program Administrator (Signatory Official):
Debra Standridge, Deputy Secretary
Address: 1 W. Wilson St., Rm. 650
        Madison, WI 53707
Telephone Number: (608) 266-8399
E-mail Address: dhsgrantreview@dhs.wisconsin.gov

I certify that for the State of Wisconsin, the agency and official designated above have been duly designated by Governor Tony Evers to represent the State in the capacities indicated for the Senior Community Service Employment program. Later changes in the designation of officials will be provided to the U.S. Department of Labor as such changes occur.

I further certify that we will operate our Senior Community Service Employment programs in accordance with this Plan and the assurances herein.

Signature: _____   Date: _____

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State Plan Purpose

The Wisconsin Senior Community Services Employment Program (SCSEP) is committed to improving the employment of older adults through valuable community service and work experience training with local nonprofit and government agencies.

The Older Americans Act (OAA), as amended in 2016, provides for the delivery of services to older adults that support their desire to live independently and be self-sufficient. For those seeking employment, the choice is the Senior Community Services Employment Program (SCSEP). The program promotes useful part-time opportunities in community service activities for unemployed, low-income adults who are age 55 or older, have a total family income of less than 125% of the federal poverty level, and have poor employment prospects. The SCSEP objective is to increase the number of people who can benefit from unsubsidized employment in the public and private sectors.

Older, experienced workers are a valuable asset to Wisconsin's workforce. The purpose of the Wisconsin Senior Community Services Employment Program State Plan (hereafter referred to as the SCSEP State Plan) is to serve as a blueprint for SCSEP grantees and subrecipients who meet regularly to discuss ideas, listen to concerns, and share the same vision of providing support and training for older people.

The SCSEP State Plan is a stand-alone document. The U.S. Department of Labor issued a Training and Employment Guidance Letter (TEGL 7-19) on December 31, 2019, for Program Year (PY) 2020–2023 Workforce Innovation and Opportunities Act (WIOA) Unified or Combined State Plan Instructions. SCSEP is a required partner through WIOA.

This plan provides useful information on demographics; labor market projections; community service; employer outreach; and coordination with the Wisconsin Department of Workforce Development, Older Americans Act programs, and other partner agencies. The information contained within this plan provides a shared understanding of the workforce issues encountered by older adults, so that grantees and subrecipients can plan coordinated activities that are effective, efficient, and positive. The SCSEP grantees are committed to assisting older workers and employers in achieving their workforce potential and sharing an interest in producing a vibrant future economy.

Involvement of Organizations and Individuals

The Older Americans Act, as amended in 2006, stipulates that the state plan must describe the process used for ensuring that various organizations and individuals are involved, and that their advice and recommendations are sought.

The Wisconsin Department of Health Services (DHS), Bureau of Aging and Disability Resources (BADR) administers the SCSEP as the state grantee and is responsible for the development of the SCSEP State Plan.

On Thursday, February 20, 2020, a public meeting was held in Madison, Wisconsin at the Greater Wisconsin Agency on Aging Resources office. The following stakeholders were invited to participate in the meeting and/or submit information for the SCSEP State Plan:

- State grantee: Wisconsin Department of Health Services, Division of Public Health, Bureau of Aging and Disability Resources, Office on Aging
- State subrecipients:
  o Greater Wisconsin Agency on Aging Resources, Inc.
  o Fox Valley Workforce Development Board, Inc.
  o Southwestern Wisconsin Workforce Development Board, Inc.
  o Workforce Connections, Inc.
- National grantees:
  o National Indian Council on Aging, Inc. (set-aside grantee) (NICOA)
  o Senior Service America, Inc. (SSA) (Currently Center for Workforce Inclusion (WCI)
  o SER-Jobs for Progress, Inc. (SER)
- Other invitees:
  o WorkSmart Network
  o Employment & Training Association, Inc.
  o Wisconsin Department of Workforce Development

The State of Wisconsin SCSEP Administrator spoke with the Department of Workforce Development representative prior to plan development to discuss coordination of a partnership between the SCSEP and WIOA. The PY 2020–2023 WIOA Combined State Plan can be found at: http://www.wi-cwi.org/resources.htm.

Included in this plan are comments pertaining to some sections of the SCSEP State Plan national grantees submitted with their recommendations for the PY 2020–2023 State Stand Alone Plan.

National grantees input was requested for state plan modifications and included in Appendix E.

Solicitation and Collection of Public Comments

BADR distributed plan recommendations via email to partners and stakeholders for feedback, and invited them to participate in the SCSEP State Plan meeting.

The meeting was held with state subrecipients and national grantees to review and address issues about the equitable distribution report, job center collaborations, marketing and recruitment techniques, and services for rural and minority populations. The Workforce Development Board members, county job centers and job service partners, area agencies on aging, county aging units, and aging and disability resource centers (ADRCs) were also invited to attend this meeting.

A copy of the SCSEP State Plan was also distributed for comment through the listserv known as "BadgerAginglist," which comprises individuals representing aging and other interested organizations in Wisconsin, as well as some national and international groups. This list was used for public comment for the state plan modification in March 2022.

See appendices for comments submitted prior to and after submittal of the final plan.

I.   Economic Projections and Impact

The SCSEP assists participants in obtaining the skills necessary to become marketable in today's changing workforce. The assessment process works on creating and building employment opportunities for people who may or may not have worked, obtained education at differing levels, or encountered both personal and work barriers. Labor market information through Job Center of Wisconsin, WisConomy, and the U.S. Department of Labor's O*Net is used to help participants select the best occupation and understand the knowledge and skills needed. An important, required instrument used in developing a plan of action for the participant is the Individual Employability Plan (IEP). The IEP is the essential employment roadmap to success. It determines the participant's training needs to learn or enhance new skills and establishes a timeline to meet goals and achieve success.

Researching and understanding labor market information is an integral part of learning key industries that are appropriate for older workers. The strategy is to guide participant toward high growth industries. However, this is often not suitable for the people served through the SCSEP. Many participants find it difficult to obtain employment and are often discouraged by employers when applying for a job. Because participants usually prefer part-time versus full-time employment, employers often shy away from hiring older adults, whose work time may be limited, compared to a younger person at the start of his or her career. Employers sometimes assume that older workers

are "over-qualified," want higher wages, cannot keep pace, and are unable to learn new techniques. For older workers, these assumptions are real barriers.

The SCSEP will continually strategize to ensure that participants are seeking occupations that are suitable and attainable for them so they retain employment. Participants are encouraged to, and in some projects must, develop good computer and customer service skills for public interaction in any job through job readiness training. Grantees offer courses with a wide array of basic job search tasks and business etiquette through soft skills training.

Developing a plan for "career ladder" opportunities allows participants to seek jobs that offer upward mobility. Most positions are entry level and low wage. Participants must be educated on the advantages of starting at that level and working towards higher earnings. An entry-level job is not a dead-end job if it leads to higher earnings and better benefits.

Changes in projected employment opportunities and economic conditions

When states last submitted SCSEP State Plans in the spring of 2020, the COVID-19 pandemic and its significant disruptions to global and local economies had only just begun. As a result, it is particularly critical for the purposes of developing and submitting the SCSEP Two-Year State Plan modification that the state reassesses economic and labor market information (LMI) and adjusts strategies for what may now be a different set of growing and declining industries, occupations, and skills relevant to older workers.

The labor market information (LMI) in this brief has two main sources: the Bureau of Census' American Community Survey Public Use Microdata Sample (PUMS; 2015-19 file) and the U.S. Census/U.S. Bureau of Labor Statistics' (BLS) Current Population Survey (CPS) DEMECON files (2005-2021). These sources are optimal for analysis because they offer data regarding the population ages 55 and older across a wider array of socio-economic characteristics than other sources. These chosen sources were deemed at the state level specifically to study SCSEP-eligible participants below the national level.

This analysis covers labor force status and trends of those in Wisconsin ages 55 and older as well as those 55 and older with household incomes less than or equal to 125% of the federal poverty level. The last section will examine employments of those 55 and older by occupation and include an examination of occupational patterns of the lower income employed.

Table 1: Wisconsin Labor Force Status, Ages 55 and Older

	Employed	Unemployed	Not in Labor Force	Total	Unemploy-ment Rate	Labor Force Participation Rate
Total 55 and Older	709,137	16,076	1,040,563	1,765,776	2.2%	41.1%
Total 55 and Older, Income Less than or Equal to 125% of the Federal Poverty Level	26,010	3,685	161,086	190,781	12.4%	15.6%

Source: U.S. Census, 2015–2019 American Community Survey, PUMS File Analysis

Forty-one percent of Wisconsin's population who are ages 55 and older (1.76 million) participate in the labor force, equaling about 725,000 participants (the sum of the employed and unemployed). Their unemployment rate stood at 2.2%, which is extremely low, but not surprising given these workers are quite experienced and highly valued in the labor market. A large share of those 55 and older do not participate in the labor force as they have retired from the workforce.

There were approximately 191,000 total, age 55 and older living in households with income at or below 125% of the federal poverty level. Sixteen percent of them are participating in the workforce either working or actively seeking work, which is quite low compared to all 55 and older. Their unemployment rate is almost six times higher. In short, there is less labor force engagement or higher unemployment in this lower income group compared to all income levels, which is likely a substantial part of the explanation for their lower income.

Figure 2: Labor Force Participation Rate, Ages 55 and Older, Wisconsin, 12-Month Moving Average, December 2005–Current
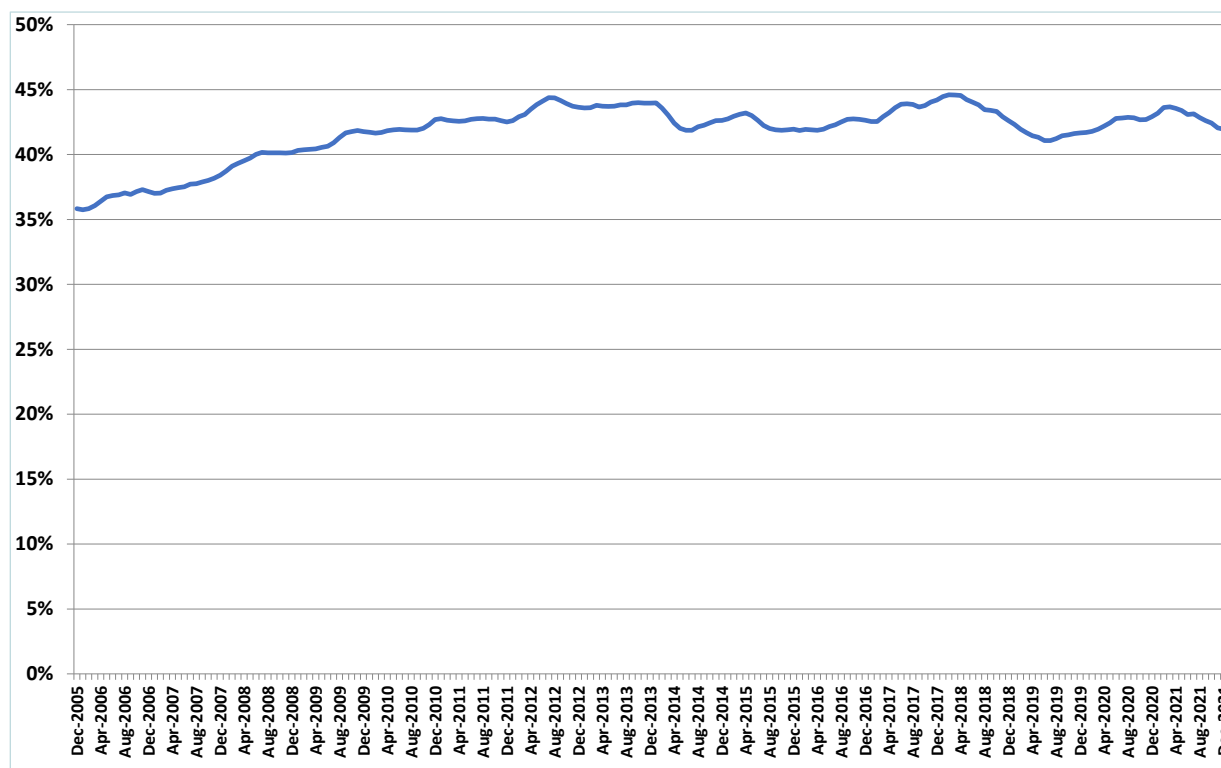
Source: U.S. BLS, Current Population Survey, DEMECON File

The graph above shows a 12-month moving average of the 55 and older labor force participation rate from 2005 to the end of 2021. The longer-term growth in this rate since 2005 has two major explanations, and its recent decline is likely revolving around a single issue.

The first growth explanation is demographic. The 55 and older population is growing faster than those younger. The Baby Boomer cohort are just aging into this large and generationally disparate group and are at ages that are still highly engaged in the labor market, thus raising the entire group's labor force participation rate (FPR). In other words, Wisconsin's older workforce is likely becoming statistically younger as the Baby Boomers assume position in the older workforce.

The other growth explanation is economic. More white-collar employment as well as increased female participation relative to predecessors has played a role in this growing older worker engagement. Economic necessity also plays a role. Since 2001, there have been three recessions. The 2008 Great Recession and its slow jobs recovery likely delayed retirement plans of many 55 and older and may have also prompted their re-entry into the job market to make up for recession-created asset losses or to supplement lost income from other working household members who lost jobs during the worst economy since the Great Depression.

A. Employment Opportunities for Older Workers

Discuss "long-term projections for jobs in industries and occupations in the State that may provide employment opportunities for older workers" (20 C.F.R. § 641.302(d)).

Wisconsin is experiencing more workers retiring, and as a result will see a relative decline in the size of its workforce. The challenge will be to ensure that individuals are able to obtain the necessary training for the skills needed to fill open positions.

Twenty-four percent of workers in Wisconsin are 55 years old or older; only 6% of the workforce is 65 years old or older. As this group of workers exits the labor force through retirement, employers will need to address the loss of institutional knowledge and experienced workers.

Given this huge decline in workforce participation after age 55, it is important to understand how the age composition varies by industry and occupation. The following table shows the business industries in Wisconsin with the highest share of workers who are 55 and older.

B. Unsubsidized Job Training and Skills

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

Table 3: Top 25 Occupations of Those Ages 55 and Older

Occupation	Number of Employed Ages 55 and Older in Occupation	Occupational Share of Total 55 and Older Employed
Driver/Sales Workers and Truck Drivers	29,274	4.1%
Janitors and Building Cleaners	19,243	2.7%
Other Managers	19,050	2.7%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	17,965	2.5%
Registered Nurses	16,886	2.4%

Occupation	Number of Employed Ages 55 and Older in Occupation	Occupational Share of Total 55 and Older Employed
Retail Salespersons	14,655	2.1%
Line Supervisors of Retail Sales Workers	12,797	1.8%
Elementary and Middle School Teachers	12,178	1.7%
Customer Service Representatives	11,633	1.6%
Farmers, Ranchers, and Other Agricultural Managers	11,243	1.6%
Laborers and Freight, Stock, and Material Movers, Hand	10,571	1.5%
Miscellaneous Production Workers, Including Equipment Operators and Tenders	10,367	1.5%
Cashiers	9,064	1.3%
Sales Representatives, Wholesale and Manufacturing	9,048	1.3%
Accountants and Auditors	9,043	1.3%
Chief Executives and Legislators	8,714	1.2%
Bookkeeping, Accounting, and Auditing Clerks	8,580	1.2%
Personal Care Aides	8,277	1.2%
Other Assemblers and Fabricators	8,115	1.1%
Postsecondary Teachers	7,560	1.1%
Office Clerks, General	7,434	1.0%

Occupation	Number of Employed Ages 55 and Older in Occupation	Occupational Share of Total 55 and Older Employed
Receptionists and Information Clerks	7,119	1.0%
Line Supervisors of Production and Operating Workers	6,929	1.0%
Stockers and Order Fillers	6,858	1.0%
Cooks	6,732	0.9%
Top 25 Occupations of Those Ages 55 and Older	*289,335*	*40.8%*
All Other Occupations	*419,802*	*59.2%*
Total Wisconsin Employed Ages 55 and Older	**709,137**	**100.0%**

Source: U.S. Census, 2015–2019 American Community Survey, PUMS File Analysis

The table above shows the most frequent occupational choices of those 55 and older in Wisconsin. The top 25 jobs account for 41% of all 55 and older employed. The roughly 500 other occupations account for the remaining 59% of the employed. This top 25 job mix is diverse across the educational and training requirement spectrums. The industries in which many of those jobs are predominant are also a good cross section of the labor market. Theoretically, any occupation can be found in any industry, but the current 55 and older workforce represent well in the state's larger-employing or growing sectors, namely manufacturing, health care, wholesale trade, and educational services.

The table below shows the top occupations among those ages 55 and older with household income less than or equal to 125% of the federal poverty level.

Table 4: Top 25 Occupations of Those Ages 55 and Older with Income Less Than or Equal to 125% of the Federal Poverty Level

Occupation	Number of Employed Ages 55 and Older in Occupation	Occupational Share of Total 55 and Older Employed
Janitors and Building Cleaners	1,392	5.4%
Driver/Sales Workers and Truck Drivers	1,135	4.4%
Personal Care Aides	1,056	4.1%
Farmers, Ranchers, and Other Agricultural Managers	927	3.6%
Cashiers	824	3.2%
Retail Salespersons	821	3.2%
Maids and Housekeeping Cleaners	749	2.9%
Cooks	601	2.3%
Other Assemblers and Fabricators	531	2.0%
Landscaping and Groundskeeping Workers	528	2.0%
Miscellaneous Production Workers, Including Equipment Operators and Tenders	524	2.0%
Childcare Workers	507	1.9%
Carpenters	461	1.8%
Customer Service Representatives	442	1.7%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	423	1.6%

Occupation	Number of Employed Ages 55 and Older in Occupation	Occupational Share of Total 55 and Older Employed
Laborers and Freight, Stock, and Material Movers, Hand	422	1.6%
Waiters and Waitresses	405	1.6%
Stockers and Order Fillers	396	1.5%
Packers and Packagers, Hand	392	1.5%
Line Supervisors of Retail Sales Workers	359	1.4%
Other Agricultural Workers	293	1.1%
Construction Laborers	283	1.1%
Property, Real Estate, and Community Association Managers	269	1.0%
Nursing Assistants	265	1.0%
Dishwashers	258	1.0%
Top 25 Occupations of Those Ages 55 and Older	*14,263*	*54.8%*
All Other Occupations	*11,747*	*45.2%*
Total Wisconsin Employed Ages 55 and Older	**26,010**	**100.0%**

Source: U.S. Census, 2015–2019 American Community Survey, PUMS File Analysis

These top 25 jobs make up more than half of the lower income employed. They comprise about 3.5% of the total 55 and older employed.

C. Projected Employment Opportunities

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. § 49I-2) by occupation), and the types of skills possessed by eligible individuals" (20 C.F.R. § 641.325(c)).

Figure 2 shows the total number of projected job openings per year, categorized by their required levels of education for entry, for the time period between 2016 and 2026.

Figure 5: Projected Annual Aggregate Job Openings by Education 2016–2026
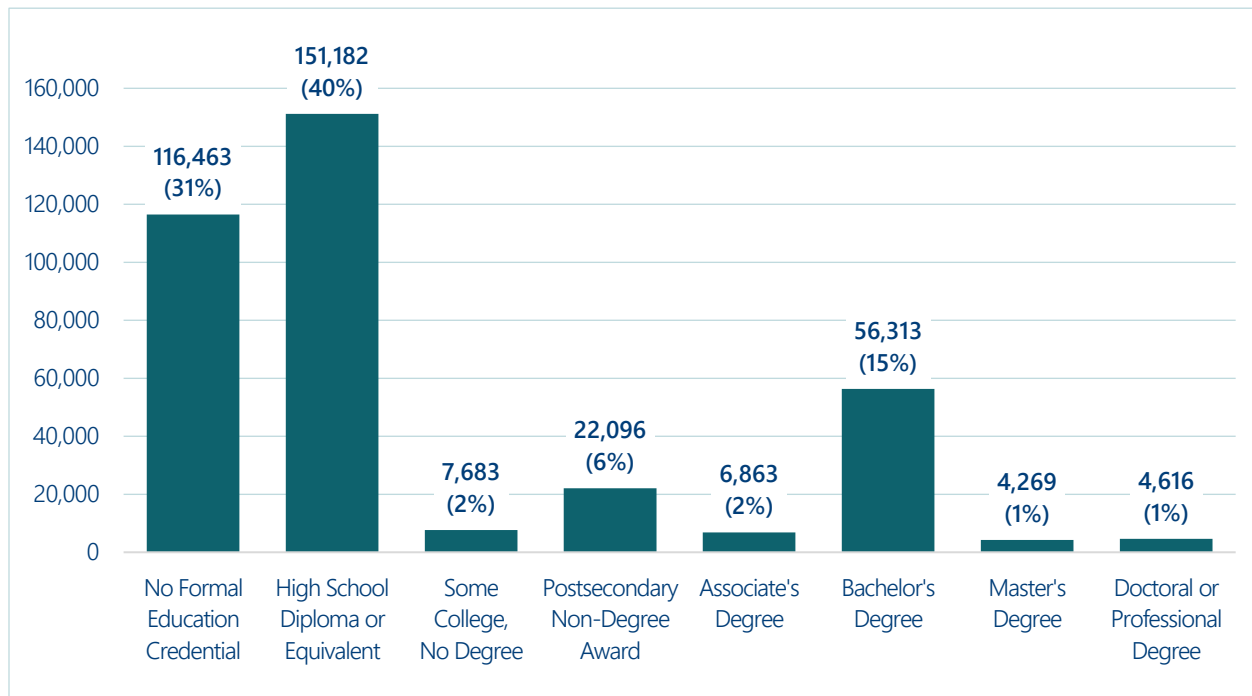
Source: Wisconsin Department of Workforce Development, Office of Economic Advisors Employment Projections Program, 2016–2026

Specific occupations with the most job openings are listed in Table 6. For each occupation, the typical education level required for entry and annual median wage are also shown.

Table 6: Job Openings and Educational Level

Occupation	Annual Total Openings	Typical Education Needed for Entry	Annual Median Wage
Combined Food Preparation and Serving Workers (Including Fast Food)	14,076	No Formal Education Credential	$18,380
Retail Salesperson	13,320	No Formal Education Credential	$21,060
Personal Care Aids	12,234	High School Diploma or Equivalent	$22,430
Cashiers	11,363	No Formal Education Credential	$19,080
Office Clerks, General	10,925	High School Diploma or Equivalent	$32,680
Waiters and Waitresses	9,314	No Formal Education Credential	$18,850

Source: Wisconsin Department of Workforce Development, Office of Economic Advisors Employment Projections Program, 2016–2026

The food service industry is particularly feeling the shortage of workers. Restaurants and retail are unable to keep employee numbers at a reasonable level to maintain a thriving business. In addition, Wisconsin will need health care workers. The principal challenges of staffing health care facilities are finding workers who are educated and understand the intensity of a patient's needs.

Rural areas report more difficulty finding health care professionals and technicians with the appropriate skills, who are willing to work in the area. Health care occupations are varied and appropriate for an older worker to consider when choosing an employment option.

Short-, moderate- and some long-term training is suitable for older workers. Short-term on-the-job training is when job duties can be learned in the workplace in one month or less. Moderate to long-term trainings last one to 12 months and usually involve on-the-job experience and some sort of additional training. This type of training works well with SCSEP's on-the-job employment (OJE) training with a local employer and should be arranged whenever possible. Each grantee and/or subrecipient must consult with their organization headquarters to be sure they have been pre-approved by the U.S. Department of Labor before moving forward with OJE arrangements.

The SCSEP develops relationships with government or nonprofit, nonpartisan organizations (501(c)(3)) that provide supervision and training for program participants. Community Service

Assignments (CSA) are referred to as host agencies. People who apply for SCSEP and are determined eligible, are provided with an assessment (KeyTrain, WorkKeys, WisCareers, Career Cruising, and My Skills My Future), labor market information obtained from Wisconomy, and an IEP developed based on occupational preference. The host agency is an essential training component for the participant to learn the skills needed for their desired occupation. For that reason, subrecipients select host agencies that are closely aligned to the participant's occupational preference. Host agency assignments are often rotated within the same worksite so the participant can learn a different set of skills. Besides job skills learned at the host site, many basic essential skills or soft skills are needed to gain and retain unsubsidized employment. Examples of soft skills include getting to work on time, dressing appropriately, conducting oneself in a professional manner, and learning to work with co-workers. Depending on the participant's previous work environment, this in itself can be a difficult transition. It is essential that follow-up with both the participant and host agency supervisor are in place to routinely monitor the progress being made and ensure that the IEP is being kept up-to-date with case management notes in the participant case files.

II. Service Delivery and Coordination

A. Actions Taken to Coordinate SCSEP with Other Programs

Provide a detailed description of what actions will be taken to coordinate SCSEP with other programs. Alternately, states may discuss this in the state strategies section of the strategic plan, but regardless of its placement in the document, this section must include plans for:

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 C.F.R. §§ 641.302(g), 641.325(e)).**

   The Workforce Innovation and Opportunities Act (WIOA) provides for the delivery of employment services by allowing people to take control of their lives by making their own decisions. WIOA helps older people access services they need and want, when they want them, through their local job center and the Job Center of Wisconsin website.

   The SCSEP grantees and subrecipients continue to promote co-enrollment for services through local job centers. Fortunately, some SCSEP offices are located adjacent to their local job centers. Co-enrollment helps participants gain access to core services in the job center, such as an initial assessment of needs and abilities; job search and placement assistance; labor market information; assistance in eligibility determination for other federal, state, or local programs;

and follow-up services to help obtain or retain employment. Intensive services offered through local job centers include diagnostic testing and evaluation, career counseling, out-of-area job search assistance, and basic skills training, such as general equivalency diploma (GED), language, math, and computer skills.

However, during the SCSEP State Plan meeting, it was discussed that it can be prohibitive to co-enroll in both WIOA and SCSEP. The WIOA performance measure that participants must adhere to can conflict with the SCSEP goals. For example, long-term job placement is a preferred outcome of WIOA; where SCSEP is a training program in which to launch participants into subsidized job placement.

The job center component, or Title III of WIOA, is the most utilized by SCSEP. This includes career advising, resume writing, and job search assistance. The program grantees and subrecipients work together with local job center partners and employers to find ways of improving collaboration and sharing resources whenever possible.

The SCSEP grantees and subrecipients are fortunate to work with local Department of Workforce Development partners. They use the following strategies to work together:

- Presentations at job center team meetings.
- Co-location of agency or participants in the job center.
- Membership on the Workforce Development Board.
- Co-enrollments.
- Collaborative training events.
- Participation in job center functions such as job fairs, expos, and specialized training sessions.

Due to the number of older adults seeking employment, placement of a program coordinator within the local job center demonstrates an understanding of the needs of the older worker, while simultaneously responding to growing labor market demands. These program coordinators offer expertise and extensive knowledge in helping older people with a variety of services available to them in the community.

State subrecipients work with WIOA contacts and Workforce Development Boards continuously. Some are fortunate to be located in the same building or in close proximity to each other and to SCSEP offices. The program coordinators know and respect the WIOA contacts and knowledge, as well as the importance and increased benefits of dually enrolling participants. These relationships should only become more successful and fluid with time. This collaboration between WIOA and SCSEP will enable older workers to utilize the services and resources available to them from both entities.

2. **Actions to coordinate activities of SCSEP grantees with the activities to be carried out in the state under the other titles of the Older Americans Act (OAA) (20 C.F.R. § 641.302(h)).**

The OAA authorizes a wide array of service programs to people age 60 and older through the aging network consisting of state units on aging, area agencies on aging, aging and disability resource centers (ADRCs), tribal organizations, and other service providers. The OAA service programs include home-delivered meals, nutrition services, transportation, adult day care, health promotion, support for family caregivers, and employment (through the U.S. Department of Labor). The focus of the OAA is to keep older people independent and living in their own homes and communities for as long as possible. For an older person to be independent, he or she must have sufficient income. Older adults enrolled in the SCSEP program who are 60 years old or older have access to many of the OAA services offered, such as legal assistance through the benefit specialist program, nutrition at a congregate site, and caregiver support or adult day care for family members while they work. Older adults may contact their county aging unit or ADRC to obtain information about other available services.

ADRCs are service centers that provide a place for the public to receive accurate, unbiased information on all aspects of life related to aging or living with a disability. In Wisconsin, ADRCs are considered the single entry point for long term care services and benefits. People accessing an ADRC can receive information and assistance not only on public benefits, but on other programs, resources and services available in the community, including employment and volunteerism.

SCSEP grantees and subrecipients are aware of the ADRCs and their services. The SCSEP has partnered with ADRCs in various locations by utilizing them as host agencies or worksites. In addition, the SCSEP offers the ADRCs marketing materials and other information about employment issues that affect many older individuals, whether employed or retired. It is important to educate the aging network about the value of helping older adults who want and need to work and who in turn help the community by providing services. The Bureau of Aging and Disability Resources can provide up-to-date information and materials on aging programs and current projects and issues to grantees.

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 C.F.R. § 641.302(i)).**

Grantees and subrecipients remain connected to the counties, communities, organizations, and agencies that provide services and resources to help older adults overcome barriers to employment. Some of the organizations or programs are community-based transportation

programs, vocational rehabilitation services, programs for people with disabilities, and various educational institutions that assist in moving participants towards job readiness and serve as host agencies.

The dual focus of the SCSEP is the provision of community service through local nonprofit organizations and the support of participants who learn new skills by the training received at a host agency. The host agency is a public agency or a private nonprofit organization exempt from taxation under section 501(c)(3) of the Internal Revenue Code. Below are host agencies commonly used by grantees and subrecipients:

- Adult education centers
- Area agencies on aging
- Community action agencies
- Community neighborhood centers
- County aging units and aging resource centers
- Day care centers (adult and child)
- Disability organizations
- Domestic abuse shelters
- Drug treatment centers
- Environmental protection agencies
- Ethnic and cultural centers
- Faith-based organizations
- Food pantries
- Goodwill Industries
- Government offices (town, city, county, state, federal)
- Head Start
- Health departments, centers, associations (heart, diabetes, Alzheimer's)
- Home health care agencies
- Hospices (public and nonprofit)
- Hospitals (public and nonprofit, including veterans hospitals)

- Housing authorities
- Libraries
- Literacy councils
- Medical clinics (public and nonprofit)
- Mental health agencies
- Museums (public and nonprofit)
- Nutrition programs
- Ombudsman (outreach, information and assistance)
- Parks
- Public schools
- Red Cross
- Rehabilitation centers
- Salvation Army
- Senior centers
- Sheltered workshops
- Shelters for homeless
- Social and human service departments
- United Way agencies
- Vocational rehabilitation
- Volunteer organizations
- YMCA and YWCA
- Youth centers

These host agencies serve as worksites for older adults and offer valuable training consistent with their occupational preferences as identified in the IEP. Since host agencies have community ties to provide needed services, many older adults utilize services offered by these

organizations. Examples may include a faith-based organization providing a community food pantry that the older adult would be eligible to participate in, or a literacy council providing services to a person who has limited English proficiency. These host agencies play an integral role as SCSEP partners who provide autonomy to older adults, especially those with a disability. Host agencies often hire SCSEP participants.

Informational materials created and distributed to nonprofits make them aware of the SCSEP and what it has to offer. A nonprofit may contact the grantee and subrecipient when a training opportunity can be provided or new services become available.

4. **Actions to coordinate SCSEP with other labor market and job training initiatives (20 C.F.R. § 641.302(j)).**

WIOA helps older people access services they need and want, when they want them, through the Job Center of Wisconsin website. Training and other information can be found at the local one-stop job centers.

The SCSEP grantees and subrecipients continue to promote co-enrollment for services through the local job centers. Co-enrollment helps participants gain access to services in the job center, such as an initial assessment of needs and abilities; job search and placement assistance; labor market information; assistance in eligibility determination for other federal, state, or local programs; and follow-up services to help obtain or retain employment. Other services offered through local job centers include diagnostic testing and evaluation, career counseling, out-of-area job search assistance, and basic skills training, such as general equivalency diploma (GED), language, math, and computer skills. Workshops are offered in resume writing, interviewing techniques, soft skills, and a variety of other topics to help participants with their job searches and professional success.

Grantees and subrecipients are responsible for keeping current on potential job openings. This can be through direct contact with potential companies or postings available at Job Center of Wisconsin or online through Wisconomy.com and jobcenterofwisconsin.com.

Additionally, older adults can meet with career counselors and other workforce professionals at group training sessions provided by the local one-stops to learn and understand region-specific information about local employers who hire mature workers. This includes learning about current job opportunities and the skills needed to apply. Career counselors provide information on technical colleges offering short-, moderate-, and long-term training and courses where certification can be obtained.

The WIOA has redefined and streamlined services for all workers. This system provides better coordination and collaboration with core partners to ensure that the needs of older people are included. However, to ensure a successful workforce system, there needs to be alignment with employers' needs, which are based on regional economies gleaned from local labor market data. A focus on education, training, and skill attainment using resources available through WIOA and the SCSEP helps ensure that older people have the knowledge and skills to apply for employment. Training should not, however, be short-term just to get older adults placed in unsubsidized employment. Rather, host agencies should provide training to bolster participants' job qualifications and show employers their potential.

Grantees and subrecipients will identify any high-growth, high-demand industries regionally so that participants who already have all or some of the qualifications can obtain additional training through classroom or online instruction or other work experience arrangements. Collaboration with local technical colleges is essential to identify how much educational training may be needed to complete a certification or an update to a current degree. Participants are encouraged to complete the WIOA application to determine eligibility for co-enrollment to utilize resources for additional training. During enrollment, a participant who has not obtained a high school diploma must take the necessary courses for a GED. In today's market, a person who does not possess a GED will find it even more difficult to find employment. If the participant experiences problems with the GED course work, the services of a tutor may be acquired.

It is important to note that some participants ages 55 to 62 have good knowledge of computer skills. It was brought up at the stakeholder meeting that most are comfortable with computers and are now expanding their use of social media and online applications, though some may require training about how to navigate and utilize them.

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 C.F.R. § 641.335).**

   WIOA provides for the delivery of employment services by allowing people to take control of their lives by making their own decisions.

   SCSEP grantees and subrecipients work together with local job center partners and employers to find ways of improving collaboration. Recent staff turnover in the state SCSEP program, including a new program administrator and program coordinators, has created the opportunity to initiate new contacts with one-stop job centers and begin to establish new collaborative relationships.

Grantees and subrecipients must continue to contact and coordinate with the regional workforce development boards and local one-stops to identify major companies with projected job openings. Grantees and subrecipients will develop an economic vision of the companies in their region based on prior commitment to supporting the hiring and retention of older workers. A strategy should be in place in the IEP to identify companies as potential sources of employment opportunities whenever possible, including the type(s) of positions that would be suitable for mature workers. Positions that are entry-level should be noted along with the knowledge and skills needed for the job. These career-ladder or entry-level positions may be a good opportunity for a participant to advance and increase their earnings capacity.

Modification: Flexible service-delivery strategies

Include the use of remote or telework arrangements for community services assignments, trainings and other activities. As with any community service assignment, such arrangements still require grantees to assure that community service assignments provide adequate supervision, development of needed soft skills, provision of appropriate training aligned to participants' individual employment plans, and access to any hardware and connectivity necessary for the work assigned. Grantees implementing such assignments must also ensure that all participants are served equitably, including those who are not able to take advantage of remote or telework assignments.

Wisconsin has been able to offer a number of flexible service delivery strategies throughout the pandemic. The state program coordinator, in conjunction with the subgrantees, worked together to locate resources throughout the state. Ultimately, it was up to each individual program coordinator to offer and utilize the programs that best fit their participants. These resources included, but were not limited to, local job center virtual trainings, GCFLearnfree.org, Goodwill Academy online, GetSetUp.com classes, technical college offerings, and private learning organizations. The web-based platforms are best when working with personal computers, although some may be accessible with cellular devices. Wisconsin also offered a physical paper workbook that could be delivered to participants. This was developed as a 10-week training program as an alternative or supplement to virtual training opportunities. Topics included employment goals, skill assessment and skills, basic computer training (keyboarding), resume-writing exercises, interview tips, job-search navigation, and soft-skill development.

Wisconsin foresees utilizing these options post-pandemic. Each option gives us access to potential participants that may not be host-agency ready but could use additional training before beginning at a host agency. Implementing these options will make the SCSEP program more marketable and give us the opportunity of a greater pool of candidates for recruitment. As a result of more recruits, enrollments and exits for unsubsidized employment should increase.

B. Long-Term Strategy for Engaging Employers

Describe the long-term strategy for engaging employers to develop and promote opportunities for the placement of SCSEP participants in unsubsidized employment (20 C.F.R. § 641.302(e)).

Grantees and subrecipients of the SCSEP know how important it is to collaborate with local workforce partners and area employers in order to educate them about the aging workforce and the benefits of recruiting, hiring, and retaining experienced older workers. SCSEP grantees coordinate various activities within Wisconsin's one-stops, which are administered by the regional workforce investment board through a memorandum of understanding.

Utilizing local job centers as potential community service assignments broadens outreach to older workers and local employers. Having a participant co-located at the one-stop provides a visible contact for other older workers seeking informational resources. Working with employers to create innovative employment through the SCSEP's on-the-job training program (if written within the context of their grant application) provides employment opportunities for SCSEP participants. Whenever possible, grantees and subrecipients are encouraged to place workers in host agencies based on their occupational preferences. They are responsible for keeping current on potential job openings with companies through either direct contact or postings listed at Job Center of Wisconsin. During the time of assessment, participants will be evaluated to determine if they meet the qualifications for occupations routinely recruited by these companies. The IEP will reflect the necessary training for the participant to apply for future positions that may be available.

The IEP is critical for advancing older workers in today's competitive job market from low wages to higher earnings and stronger, self-sustaining jobs. Working with host sites to transition to unsubsidized employment is a key to success. In conversations with participants at host sites, their personal job goals include continuing to work at the host site but moving to a position with full time and/or unsubsidized status.

Wisconsin's SCSEP collaborates with the Department of Workforce Development, technical colleges, and regional employers to better understand the skills and education needed for employment. To secure jobs with good earnings potential for participants, SCSEP will assess older adults and use the information from the assessments to create a list specifically for older adults of the basic skills needed for successful employment. The SCSEP will also use these assessments to create a mature talent pool to share with potential employers. The amount of time a participant spends at a host agency will focus more on building job readiness skills and less on learning new skills. However, some participants who are identified through the assessment process as candidates

for the mature talent pool, and who are willing to enhance occupational skills through education, may earn credentials or certification through the local technical college.

C. Long-Term Strategy for Serving Minority Older Individuals

Describe the long-term strategy for serving minority older individuals under SCSEP (20 C.F.R. § 641.302(c)).

Each year the U.S. Department of Labor provides an "Analysis of Service to Minority Individuals" to grantees to compare past and current data gathered from the U.S. Census Bureau and the SCSEP Performance and Reporting Quarterly Progress Report (SPARQ).

For the last five program years, the percentage of minorities served by SCSEP grantees has remained relatively consistent, as indicated in Table 7.

Table 7: Percentage of Minority Groups Served by SCSEP Grantees, PY 2016–2018

Grantee	Year	Number of Authorized Positions	Hispanic/ Latino	Native American/ American Indian	Asian	Hawaiian/ Pacific Islander	Black/ African American	White
Wisconsin (BADR)	2016	228	2%	4%	1%	1%	36%	58%
	2017	209	3%	4%	1%	1%	38%	55%
	2018	209	3%	4%	1%	2%	36%	55%
	2019	210	3%	5%	1%	1%	35%	58%
	2020	211	2%	4%	1%	1%	33%	60%
NICOA	2016	19	4%	89%	0%	0%	7%	4%
	2017	17	0%	93%	0%	0%	7%	0%
	2018	17	0%	59%	0%	0%	41%	0%
	2019	17	0%	44%	0%	0%	56%	0%
	2020	17	0%	50%	0%	0%	50%	0%

Grantee	Year	Number of Authorized Positions	Hispanic/ Latino	Native American/ American Indian	Asian	Hawaiian/ Pacific Islander	Black/ African American	White
CWI	2016	251	2%	8%	0%	0%	8%	81%
	2017	230	2%	10%	0%	0%	7%	80%
	2018	231	2%	9%	0%	0%	8%	80%
	2019	231	2%	10%	1%	1%	8%	78%
	2020	238	4%	9%	1%	0%	9%	77%
SER	2016	613	8%	2%	0%	0%	48%	45%
	2017	560	7%	2%	0%	0%	47%	47%
	2018	562	8%	2%	0%	0%	49%	45%
	2019	563	8%	1%	0%	0%	44%	50%
	2020	562	7%	1%	0%	0%	43%	51%

Source: SCSEP Performance and Results Quarterly Progress Report (SPARQ) Data System, 2022

SCSEP grantees and subrecipients review the quarterly progress reports often to become familiar with the information contained in participant characteristics for racial and ethnic data. The SPARQ quarterly program data shows the number of individuals who are served in each racial or ethnic group. Using SPARQ reports will ensure consistency of enrollments of minority populations being served.

SCSEP recruitment practices include identifying and coordinating partnerships with local entities that specifically serve certain minority groups. The intake process for eligibility is the same for other applicants using the list of priority characteristics in the selection process. If they meet any priorities, they will be served first. If the applicant has no priorities, they will be placed on the wait list in the order in which they applied and be notified when a slot becomes available.

More recent recruitment strategies include translating program marketing materials (for example, flyers and brochures) into Spanish, and providing Spanish interpreting services when requested by program coordinators. The SCSEP is promoted where people congregate, such as nutrition sites, senior centers, libraries, low-income housing projects, social service offices, faith-based organizations, grocery stores, restaurants and bakeries, free medical facilities, and cultural organizations. People are often referred to the SCSEP through local job centers, Veteran's Affairs offices, vocational rehabilitation, or other partner agencies.

The SCSEP Milwaukee office was relocated into the City of Milwaukee in January 2020. This office had been temporarily located in Brookfield, approximately 13 miles from the city center. The new location is more accessible for the residents of Milwaukee County, and because it is also located in the same building as a job center, shared resources and training opportunities are more accessible and co-enrollment is easier.

Further locations and techniques used to recruit people who meet specific priority characteristics are listed in Table 8.

Table 8: Locations for Recruitment of Groups with Priority Characteristics

Priority Characteristics	Recruitment Locations		
Age 65 and Over	• Indeed.com • Senior centers and churches (bulletin boards) • Aging and disability resource centers • VFW posts • School districts and libraries	• Lions, Kiwanis, and Optimist clubs • Service organizations • Senior housing • Job Center of Wisconsin • Radio public service announcements	• Restaurants and coffee shops • Fitness centers • Public television • Community education • Social media • Word of mouth
Disability	• Ticket-to-Work program • Vocational rehabilitation • United Way	• Promise or other grants • Aging and disability resource centers • Social media	• Social Security Disability and disabled veterans organizations
Limited English Proficiency (LEP) or Low Literacy Skills	• WIOA or workforce development boards funding for LEP	• Literacy council • Technical colleges	
Rural	• Posters, brochures, local shopper newspaper • Agency referrals	• Church bulletin • City or town hall • Aging and disability resource centers	• Food pantries • Nutrition sites • Senior centers • Town hall bulletins
Veterans and/or Spouses	• Shelter for homeless veterans • Veteran Resource Group quarterly meetings	• Veteran's Day events • Veterans Administration hospitals • Disabled Veterans	• Dry Hootch • Vet centers • Veteran's service officer (federal, state, county)

Priority Characteristics	Recruitment Locations		
Low Employment Prospects	Use all recruitment techniques and location listed.		
Failed to Find Employment After Using WIOA Services	• Referrals from job center partners • Job service (adult)		
Homeless or at Risk of Homelessness	• Churches • Food pantries • Shelters (better to locate in the winter) • Free clinics	• Homeless Intervention Taskforce referrals (Rock County) • Salvation Army or St. Vincent de Paul	• Shelter for homeless veterans • Case managers and staff • Nonprofit agencies
Previously Incarcerated	• Probation and Parole Officers • Job Centers	• Jails • Department of Corrections	• Shelter • Re-entry Organizations

Brochures and other printed material were recently created and updated for all state subrecipients. Generic materials were produced and distributed to each region, allowing the subrecipients the opportunity to personalize and customize the materials to their specific region and demography. During recruitment, non-English speaking individuals are provided an interpreter upon request, who can assist in the completion of enrollment forms. Once the person is determined eligible, the assessment and IEP are completed, and the participant may be enrolled in language courses for speaking, writing, or reading English. A participant not possessing a high school diploma or equivalent can be enrolled in an adult alternative learning course to earn a GED. A participant placed in a community service assignment may have access to a bilingual staff person to translate if the participant has limited English proficiency. A racial or ethnic organization in the community that understands the culture and language of a specific ethnic group may be utilized as a work site.

Older minority individuals experience a variety of barriers that limit or restrict their ability to work. These barriers may include significant issues such as financial difficulties, residential location in low-income urban or rural clusters, transportation, limited literacy and language abilities, low skill levels, inadequate education, and little or no knowledge of the job market or job search strategies. In addition, participants may encounter employment discrimination. To assist participants, barriers identified during the assessment are included in the IEP with referrals to classes, individual counseling, or training. Participants experiencing financial difficulties are referred to a financial management course and can be referred to an elder benefit specialist if they are age 60 or older. Job readiness classes are offered for those experiencing a lack of motivation or poor work attitude, problems with timeliness, stress issues, or poor organizational skills. Classes are provided to

understand personnel policies, learn to manage priorities, and interpret labor market information. Referrals for supportive services are provided. Participants receiving appropriate training are more likely to obtain and retain a job once barriers are addressed.

Outreach and services to formerly incarcerated individuals

The supporting Older Americans Act of 2020 amended the Older Americans Act to add formerly incarcerated individuals to the list of priority of service characteristics and includes them in the definition of individuals with barriers to employment and most-in-need. As applicable in this Two-Year State Plan modification, we advise SCSEP grantees to describe any plans to conduct outreach and services to formerly incarcerated individuals.

Wisconsin has two tracks for recruitment of formerly incarcerated individuals. The first is referrals from probation and parole officers, and the jails. Presentations at the jails are utilized to educate both staff and inmates about SCSEP. The second track is through community-based organizations. Relationships with churches, senior centers, community action organizations, food pantries, shelters, job centers, and technical colleges are referral sources.

Services to previously incarcerated individuals may include assistance with regaining identification documents, driver's licenses, garnishment waivers, social security cards, and documents such as military and medical records. A strong line of communication with law enforcement agencies and probation and parole officers has worked to ensure that a training plan (IEP) will assist with their success.

All program coordinators have relationships with community organizations or resources that work with previously incarcerated individuals. These organizations include Department of Corrections Reentry Essentials, Project Return and Opening Avenues to Reentry Success (OARS), Community Corrections employment programs, reentry programs through job centers, and Project Proven. Admittedly, some program coordinators have stronger ties than others throughout the state. Therefore, we plan to offer peer-to-peer support between our program coordinators to share their resources, ideas, and techniques to identify organizations and individuals that will be appropriate referrals to SCSEP.

D. List of Needed Community Services and Places that Need Them Most

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) those individuals in need of community services and the groups working to meet their needs (20 C.F.R. § 641.330).

Participants in the SCSEP need to access an array of flexible supports for other wrap-around services necessary for them while in training. These services available through direct referral or voucher may include transportation, including car repair or license replacements; caregiver support; food through the FoodShare program or community pantries; housing, including shelters; legal assistance; support for educational materials; and most importantly, access to mental health services. These supports are the foundation for success to any older adult and are available through community and aging organizations. In order for an older adult to be successful in employment, their home life must also be in order.

During a discussion at the SCSEP State Plan meeting addressing recruitment of participants and host sites, housing complexes were identified as referral sources of large numbers of participants. Low-income, Veteran-specific, and senior housing options were all mentioned.

The dual focus of the SCSEP is the provision of community service, through local nonprofit and government organizations, and the acquisition of new skills, through provided training, for participants. Community service assignments are referred to as host agencies, which are public and private nonprofit (501(c)(3)) agencies that serve as training worksites and provide needed services to the community. These organizations are located regionally to assist low-income populations. The list of public and nonprofit organizations used is large. Some of the organizations utilized regionally include:

- Goodwill Industries
- Salvation Army
- St. Vincent de Paul
- United Way
- Red Cross

- Dry Hootch
- ADRCs
- Public libraries
- YMCA and YWCA
- Food pantries

Public and nonprofit organizations learn about the employment services provided through the SCSEP either through personal relationships that have been established with management at these sites, or from widespread distribution of informational materials created by the SCSEP. As a result, a nonprofit may contact the grantee and subrecipient when a training opportunity or new services are available.

E. Long-Term Strategy to Improve SCSEP Services

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 C.F.R. § 641.302(k)).

The Wisconsin SCSEP State Plan creates a shared vision, mission, and future objectives that grantees and subrecipients will follow. The reauthorization of the Older Americans Act in 2016 passed with changes to better align the SCSEP with WIOA. Grantees work to continuously improve the delivery of services to older workers. The changes in WIOA promote increased engagement with employers through partnerships, better labor market data from Wisconomy, and career pathway models that focus on low-income workers. The SCSEP will concentrate on forging a strong relationship with the workforce development boards (WDBs) through the memorandum of understanding (MOU) with SCSEP grantees. The MOU defines the parameters within education, workforce, economic development, and other partner programs operating in the one-stop delivery system to create a seamless, customer-focused network.

The SCSEP will clarify the counties and authorized positions that each grantee serves and the mature workers who have been identified through the assessment process to benefit from additional skill training or education. WDBs work regionally with employers and through WIOA have the opportunity to plan and integrate career pathways and bridges into the state's workforce development system. Collaborating with programs such as the FoodShare program, technical colleges, and the state WIOA, participants will have a variety of choices to plan and train for their preferred career choice. The SCSEP will have a greater understanding of how career pathways functions by collaborating with business, education, and workforce partners to guide older workers through the process.

Grantees do overlap in some counties and workforce development areas serving older adults. WDBs and other partner programs may not be clear on who actually provides service to older people. The SCSEP grantees must forge a working relationship so it is understood by the WDBs and others who the providers are so they can be included in workforce discussions and share their knowledge of mature workers. The SCSEP grantees and subrecipients need to align themselves within regions so they are known as the people or organizations who administer the program.

The newest challenge is being able to recruit older individuals who meet priority requirements, and yet have current skills that make finding a job less difficult. With funding levels that remain the same as previous years, grantees find it increasingly difficult to obtain the necessary education or training to meet the participants' needs to be successful with their occupational preferences if they are not eligible for financial support through WIOA.

Resources available through the Job Center of Wisconsin website, including Wisconomy and Skill Builder Partnership, have been instrumental in providing useful information to determine occupational preference, locate employers in the county where the participant resides, create a resume, and apply for employment. Often the types of occupations available are not compatible with the participant's skill level or training they possess. Participants need education to acquire

skills, which requires more time than allowed in the program. At this point in their lives, many participants want to work fewer hours, or simply want a job that doesn't require a great deal of training. These jobs are usually part-time, and the earnings start at minimum wage or slightly higher.

Another challenge that is faced is aligning a host agency with the type of occupation the participant is pursuing. Most often the host agency can supply some form of training that is compatible with a profession. However, it may require rotating to another host agency to fulfill other needs.

Considerations

Grantees and federal, state, and local entities need to understand and adjust to the changes taking place within the next 10 to 20 years. The older population is one of the fastest growing age groups, and people are living longer and healthier lives than in the past. More people are educated than ever before. They use computers, cell phones, and other forms of technology. They use social media and pay their bills online. In SCSEP there are older people who have one or more disabling condition. Assistive technology will be instrumental for some in the workplace. Many older adults will retire. Some will work beyond the traditional retirement age. Others will be forced to work out of necessity, want to work, try to work, and may find they are unable to work. A large number of older people will have additional family members living with them. They might be caregivers, spouses, or others. The SCSEP is experiencing an increase in the number of older people who are homeless or at risk of losing housing. Transportation is difficult—especially in rural areas. These are just a few changes the SCSEP will need to keep pace with in the future. Older workers bring many strengths to the workforce that are taken for granted until they retire. They desire flexibility. They deserve a good wage with benefits. Employers need to offer conditions that meet the needs of this changing population, considered the largest workforce ever.

F. Strategy for Continuous Improvement

Describe a strategy for continuous improvement at the level of performance for SCSEP participants' entry into unsubsidized employment, and to achieve, at a minimum, the levels specified in OAA § 513(a)(2)(E)(ii) (20 C.F.R. § 641.302(f)).

Continuous improvement begins with making sure older adults, nonprofit organizations, and employers are aware of the SCSEP program. State and national grantees and subrecipients each use various methods and tools to achieve effective recruitment and enrollment strategies to engage older adults. SCSEP will work with state and local partners and employers to discuss the

benefits of working together to better understand what each **can** offer to help older adults with their employment needs.

State SCSEP subrecipients meet quarterly to review current quarterly progress reports and levels of performance. The quarterly meeting involves sharing best practices and problem-solving so performance for entered employment, retention, earnings, number served, and most-in-need measures can be met.

Wisconsin SCSEP has undergone several staffing changes in the last year. A new administrator began in May 2019, as well as two new program coordinators in two regions in August 2019. While all three continue to learn the SCSEP program, participants, and partners, they also bring new ideas, experiences, strengths, and perspectives.

Modification: Equity in service delivery

States should examine which population groups experience inequities in access to and participation in SCSEP—particularly those populations identified in LMI analysis as having higher unemployment and lower earnings than the overall population, as well as those identified in the SCSEP Minority Report as having relatively lower rates of participation and/or achieving relatively lower outcomes. The Department encourages states to develop SCSEP service-delivery strategies that better address and promote equity in service design, recruitment, and implantation, and support services that aim to provide equitable access and outcomes to all communities seeking access to SCSEP services.

Wisconsin works to provide equitable opportunities to our SCSEP participants. All participants were initially put on temporary paid sick leave at the onset of the pandemic. Participants were contacted by SCSEP staff at least twice per month. These "ICare calls" maintained relationships with participants and staff and assessed their need(s) for resources. Our staff asked questions about their physical, emotional, and mental health states; evaluated their needs for additional community resources; and eventually strengthened our partnerships among our participants, us, and our community resources. Community partners included job centers, Veteran's Administration and organizations, Department of Vocational Rehabilitation, Salvation Army and other shelters, and especially our aging and disability resource centers (ADRCs). We were able to connect our participants with food pantries, transportation options, COVID-19 testing sites, and COVID-19 vaccination locations.

As mentioned earlier in this modification, our participants were offered options. They could train virtually at home. If computers were not available, we also provided a physical training workbook. As public buildings and local organizations began to reopen, participants were offered the option of virtual learning at other sites. Libraries, job centers, senior centers, and in some cases our own

SCSEP offices, gave participants the option to make appointments and use public computers while safely distancing with proper personal protective equipment.

Some host agencies also allow participants computer access during their on-site training.

SCSEP processes have also changed. Due to the pandemic, the process of initial contact to enrollment has slowed. Face-to-face meetings were few. It takes additional time to complete documents via the U.S. Postal Service. However, the introduction of Zoom and Teams calls has also provided participants the opportunity for quicker initial contact meetings, as well as follow-up meetings, throughout their enrollment with SCSEP.

Wisconsin will continue to implement these strategies throughout the end of the pandemic and into the endemic to work with our potential and current participants in new, innovative ways. This adaptability will assist our program in becoming more inclusive and ultimately more successful.

III. Location and Population Served: Basic Distribution of SCSEP Positions

A. Localities and Populations for Which Projects are Most Needed

Describe the localities and populations for which projects of the type authorized by Title V are most needed.

The SCSEP strives to ensure that all people in Wisconsin have access to services for employment opportunities. SCSEP authorized positions are sometimes referred to as slots and are apportioned among counties in an equitable manner and provided to grantees through the Equitable Distribution Report (EDR). The EDR indicates the current locations of authorized positions compared to the ideal locations in relation to the number of eligible people, as reflected in the state's equitable share. The EDR is calculated using census data to determine each county's equitable share of positions and to determine the relative distribution of state and national grantee positions within each county. Each quarter the EDR is updated using data from SPARQ. Grantees can access quarterly data at www.SCSEPED.org to review authorized positions in the counties they serve in order to determine if they are adequately meeting the needs of the people served in the county in which they are assigned.

The SCSEP State Plan has been instrumental in bringing together grantees for the coordination and movement of authorized positions, as well as recognizing the population increases and decreases in all areas of the state. The EDR data contained in this SCSEP State Plan was derived from quarter 4 for PY 2016–2019, and quarter 2 (ending December 31, 2019) for PY 2019–2020.

A decrease in authorized positions was most extensive in PY 2016–2017. In PY 2019–2020, the state and national grantees increased by one additional authorized position. Table 9 shows the total number of authorized positions for each grantee for the past four program years.

Table 9: Grantee Authorized Positions, 2016–2021

Grantee	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	Difference
Wisconsin (BADR)	228	209	209	210	211	**-19**
National (CWI and SER combined)	864	790	793	794	800	**-64**
NICOA	19	17	17	17	17	**-2**

Source: SCSEP Performance and Results QPR (SPARQ) Data System, 2021

The number of EDR authorized positions during the last four program years has stabilized, with slight increases for both state and national grantees in this past program year.

Certain factors are taken into consideration before authorized positions are changed. They are:

- The proportion of eligible people in each county compared to the total number of people in the state.
- The proportion of people residing in rural and urban areas.
- People who are identified as a minority and/or have the greatest economic needs and low employment prospects, including those who are afforded priority of service.

The EDR for this SCSEP State Plan was completed using PY 2019–2020 quarter 2 statistics. There are two counties that are overserved by both state and national grantees, possibly because counties that have SCSEP offices in them tend to show stronger connections between the program, its participants, and host sites. This could be attributed to a shorter distance and less travel time for SCSEP to meet with participants and host site administrators, as well as a better knowledge of these communities. Remote locations cost more money and are more difficult to maintain.

Several ideas addressing the 11 counties that are underserved by both the state and national grantees have also been discussed. It was suggested that when the economy is stronger, jobs are easier to obtain, and participants do not seek out the SCSEP program because they are able to obtain positions on their own, and in some cases, at higher wages.

Counties that have good transportation options are also better served. This involves not only having a mass transit system, but also one that is easily accessible with direct routes. Uber, Lyft and carpooling are also options that make getting to job sites easier. Other transportation suggestions include programs such as Wheels to Work (Wisconsin Automotive and Truck Education

Association) and Work 'n Wheels (Southwestern Wisconsin Community Action Program), which offer grants and/or low interest loans to purchase vehicles.

Five counties were split—meaning that only one of the state or national grantees was over-enrolled or under-enrolled. If grantees continue to see a pattern, better communication between organizations could assist with more equitable distribution.

B. Cities and Counties Where the SCSEP Project will Take Place

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

There are 72 counties in Wisconsin. The state is allocated a total of 210 positions, and national grantees split 794. Table 10 lists the number of SCSEP authorized positions for state and national grantees in each county.

Table 10: SCSEP Equitable Distribution Report, PY 2019-2020

County	State Positions	National Positions	County	State Positions	National Positions
Adams	—	5	Marathon	—	21
Ashland	—	4	Marinette	—	12
Barron	—	12	Marquette	—	5
Bayfield	—	3	Menominee	—	8
Brown	13	29	Milwaukee	53	165
Buffalo	—	4	Monroe	2	8
Burnett	—	5	Oconto	—	9
Calumet	3	2	Oneida	—	13
Chippewa	—	13	Outagamie	14	8
Clark	—	8	Ozaukee	—	9
Columbia	3	6	Pepin	—	2
Crawford	—	5	Pierce	1	5
Dane	29	21	Polk	—	10
Dodge	—	15	Portage	—	11
Door	—	7	Price	—	5

County	State Positions	National Positions	County	State Positions	National Positions
Douglas	—	9	Racine	—	33
Dunn	—	7	Richland	—	5
Eau Claire	—	17	Rock	28	—
Florence	—	2	Rusk	—	5
Fond du Lac	8	8	Sauk	—	11
Forest	1	2	Sawyer	—	5
Grant	—	10	Shawano	—	11
Green	2	5	Sheboygan	—	17
Green Lake	3		St. Croix	4	5
Iowa	1	4	Taylor	—	6
Iron	—	2	Trempealeau	1	5
Jackson	2	3	Vernon	1	7
Jefferson	—	13	Vilas	—	7
Juneau	—	8	Walworth	—	15
Kenosha	—	28	Washburn	—	5
Kewaunee	—	5	Washington	—	16
La Crosse	9	9	Waukesha	11	30
Lafayette	2	2	Waupaca	—	10
Langlade	—	6	Waushara	—	6
Lincoln	—	7	Winnebago	16	9
Manitowoc	3	12	Wood	—	14

Source: SCSEP EDR, Quarter 2, PY 2019, U.S. Department of Labor, 2020

C. Slot Imbalances and Steps to Correct Inequities

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

The PY 2019–2020 EDR was reviewed in order to check the number of authorized positions assigned to grantees in each county and compare them to the number of current enrollments.

Table 11 shows a variance summary of the number of under- and overserved counties for both state and national positions. The average percentage of variance for counties is based on the total allocated positions awarded to state and national grantees.

Table 11: Variance Summary

County Equity	Grantee	Number of Counties	Percent of Positions	Average Percentage of Variance
Underserved	State	61	265%	33%
	National	51	73%	48%
Overserved	State	6	26%	50%
	National	15	21%	45%
Combined total of Under-and Overserved	State	67	291%	36%
	National	66	94%	45%

Source: SCSEP EDR, Quarter 2, PY 2019, U.S. Department of Labor, 2020

The EDR identified a higher number of underserved counties than in previous years. Grantees with unfilled positions need to create an effective strategy to ensure those vacancies are filled and that no older person in those counties is left unserved. Grantees need to be aware that the funding follows the authorized position and should not be used in another county while leaving others unfilled. Table 12 identifies the results of the EDR with under and over-served counties.

Table 12: Underserved and Overserved Counties Identified in EDR, 2019

County	Grantee	Number of Authorized Positions	Number of Slots Filled	Percent of Authorized Positions Filled	Total County Allocation	Percent of Total Authorized Positions Filled
Adams	State	—	—	—	5	60%
	National	5	3	60%		
Ashland	State	—	—	—	4	100%
	National	4	4	100%		
Barron	State	—	—	—	12	83%
	National	12	10	83%		
Bayfield	State	—	—	—	3	0%
	National	3	0	0%		
Brown	State	13	27	208%	42	181%
	National	25	47	188%		
	NICOA	4	2	50%		
Buffalo	State	—	—	—	4	50%
	National	4	2	50%		
Burnett	State	—	—	—	5	140%
	National	5	7	140%		
Calumet	State	3	1	33%	5	40%
	National	2	1	50%		
Chippewa	State	—	—	—	13	92%
	National	13	12	92%		
Clark	State	—	—	—	8	63%
	National	8	5	63%		
Columbia	State	3	2	67%	9	156%
	National	6	12	200%		
Crawford	State	—	—	—	5	200%
	National	5	10	200%		

County	Grantee	Number of Authorized Positions	Number of Slots Filled	Percent of Authorized Positions Filled	Total County Allocation	Percent of Total Authorized Positions Filled
Dane	State	29	20	69%	50	76%
	National	21	18	86%		
Dodge	State	—	—	—	5	33%
	National	15	5	33%		
Door	State	—	—	—	7	29%
	National	7	2	29%		
Douglas	State	—	—	—	9	78%
	National	9	7	78%		
Dunn	State	—	—	—	7	143%
	National	7	10	143%		
Eau Claire	State	—	—	—	17	194%
	National	17	33	194%		
Florence	State	—	—	—	2	0%
	National	2	0	0%		
Fond du Lac	State	8	3	38%	16	88%
	National	8	11	138%		
Forest	State	1	1	100%	3	67%
	National	2	1	50%		
Grant	State	—	—	—	10	30%
	National	10	3	30%		
Green	State	2	0	0%	7	0%
	National	5	0	0%		
Green Lake	State	3	2	67%	3	67%
	National	—	—	—		
Iowa	State	1	1	100%	5	20%
	National	4	0	0%		

County	Grantee	Number of Authorized Positions	Number of Slots Filled	Percent of Authorized Positions Filled	Total County Allocation	Percent of Total Authorized Positions Filled
Iron	State	—	—	—	2	50%
	National	2	1	50%		
Jackson	State	2	0	0%	5	0%
	National	3	0	0%		
Jefferson	State	—	—	—	13	15%
	National	13	2	15%		
Juneau	State	—	—	—	8	88%
	National	8	7	88%		
Kenosha	State	—	—	—	28	146%
	National	28	41	146%		
Kewaunee	State	—	—	—	5	40%
	National	5	2	40%		
La Crosse	State	9	14	156%	18	189%
	National	9	20	222%		
Lafayette	State	2	2	100%	4	50%
	National	2	0	0%		
Langlade	State	—	—	—	6	100%
	National	6	6	100%		
Lincoln	State	—	—	—	7	129%
	National	7	9	129%		
Manitowoc	State	3	0	0%	15	33%
	National	12	5	42%		
Marathon	State	—	—	—	21	76%
	National	21	16	76%		
Marinette	State	—	—	—	12	50%
	National	12	6	50%		

County	Grantee	Number of Authorized Positions	Number of Slots Filled	Percent of Authorized Positions Filled	Total County Allocation	Percent of Total Authorized Positions Filled
Marquette	State	—	—	—	5	40%
	National	5	2	40%		
Menomonee	State	—	—	—	8	213%
	National	2	12	600%		
	NICOA	6	5	83%		
Milwaukee	State	53	46	87%	218	113%
	National	160	191	119%		
	NICOA	5	9	180%		
Monroe	State	2	2	100%	10	70%
	National	8	5	63%		
Oconto	State	—	—	—	9	0%
	National	9	0	0%		
Oneida	State	—	—	—	13	85%
	National	13	11	85%		
Outagamie	State	14	10	71%	22	64%
	National	8	4	50%		
Ozaukee	State	—	—	—	9	22%
	National	9	2	22%		
Pepin	State	—	—	—	2	100%
	National	2	2	100%		
Pierce	State	1	2	200%	6	50%
	National	5	1	20%		
Polk	State	—	—	—	10	30%
	National	10	3	30%		
Portage	State	—	—	—	11	100%
	National	11	11	100%		

County	Grantee	Number of Authorized Positions	Number of Slots Filled	Percent of Authorized Positions Filled	Total County Allocation	Percent of Total Authorized Positions Filled
Price	State	—	—	—	5	40%
	National	5	2	40%		
Racine	State	—	—	—	33	91%
	National	33	30	91%		
Richland	State	—	—	—	5	40%
	National	5	2	40%		
Rock	State	28	31	111%	28	111%
	National	—	—	—		
Rusk	State	—	—	—	5	20%
	National	5	1	20%		
Sauk	State	—	—	—	11	64%
	National	11	7	64%		
Sawyer	State	—	—	—	5	20%
	National	5	1	20%		
Shawano	State	—	—	—	11	155%
	National	9	16	178%		
	NICOA	2	1	50%		
Sheboygan	State	—	—	—	17	59%
	National	17	10	59%		
St. Croix	State	4	0	0%	9	0%
	National	5	0	0%		
Taylor	State	—	—	—	6	100%
	National	6	6	100%		
Trempealeau	State	1	3	300%	6	117%
	National	5	4	80%		
Vernon	State	1	1	100%	8	13%
	National	7	0	0%		

County	Grantee	Number of Authorized Positions	Number of Slots Filled	Percent of Authorized Positions Filled	Total County Allocation	Percent of Total Authorized Positions Filled
Vilas	State	—	—	—	7	57%
	National	7	4	57%		
Walworth	State	—	—	—	15	93%
	National	15	14	93%		
Washburn	State	—	—	—	5	60%
	National	5	3	60%		
Washington	State	—	—	—	16	19%
	National	16	3	19%		
Waukesha	State	11	7	64%	41	54%
	National	30	15	50%		
Waupaca	State	—	—	—	10	70%
	National	10	7	70%		
Winnebago	State	16	11	69%	25	56%
	National	9	3	33%		
Waushara	State	—	—	—	6	0%
	National	6	0	0%		
Wood	State	—	—	—	14	114%
	National	14	16	114%		

Source: SCSEP EDR, Quarter 2, PY 2019, U.S. Department of Labor, 2020

The EDR during any quarter in a program year continuously changes as participants move in and out of the program. A county with filled positions can quickly become underserved as participants transition into unsubsidized employment, are terminated, reach a durational limit, or exit for other reasons. The stability of a filled slot is contingent on the length of time it takes for the participant to complete training. Not every participant learns at the same pace, so the rate of transition varies from one person to the next. The practice of maintaining slot balance within any given county can be difficult. Using the SPARQ Management Report, a grantee can track the fluidity of slot movement. The grantee will provide training and assistance to the subrecipients so they understand the importance of ongoing recruitment and maintaining a wait list so slots can be filled

immediately after being vacated. Maintaining a continuous recruitment cycle requires a wait list to meet performance measures.

During a discussion at the SCSEP State Plan meeting, all subrecipients concluded that they have had similar successes and challenges. Overserved counties tend to be in areas where subrecipients' offices are located. This could be attributed to the fact that it is more accessible for participants and host agencies to maintain contacts with program coordinators when they are all located in the same county. Transportation in these counties was also more readily available, accessible, and cost effective.

However, the opposite is true in underserved counties. These areas, which are generally more rural, do not have accessible or cost-effective transportation available for participants, and distances between subrecipients and participants or host agencies are farther.

Additionally, the economy was cited as a challenge in both under- and overserved counties. When jobs are available, the number of participants inquiring about the SCSEP diminishes.

Each grantee received a copy of the EDR with the inequities highlighted for them. Grantees were asked about the reason for such disparity and how they plan to respond to these inequities. Their comments are below.

Equitable Distribution Tables have not been updated in this modification. They are currently being revised and will be submitted to the Department of Labor under separate cover as required.

Comments: Center for Workforce Inclusion

No comments were submitted.

Comments: SER-Jobs for Progress, Inc.

No comments were submitted.

Comments: Department of Health Services, Bureau of Aging and Disability Resources (BADR)

"BADR has gone through several changes in the past year. In March 2019, sub recipient Unison dissolved rather quickly. Unison had serviced Milwaukee County and its 53 SCSEP allotted slots for several years. BADR was able to seamlessly transition the contract to Greater Wisconsin Agency on Aging Resources (GWAAR) within weeks of notification. GWAAR not only retained the newly hired program coordinator, but also was able to maintain the same telephone number to continue a high level of service to the existing and potential participants, host agencies, and other community contacts.

"In addition, the long-time SCSEP administrator retired in December 2018. A new administrator was hired in May 2019, and has taken on the challenge of learning the SCSEP program, SPARQ software, and BADR organization. The amount of learning is vast, and has been accepted with enthusiasm. Two new program coordinators began during the summer of 2019, in the Madison and Fox Valley regions. Both of these hires were met with great anticipation and positive impact for good changes in their respective regions.

"As a result of these changes, the program is experiencing some new excitement. The fresh perspectives, backgrounds, connections, questions, and views have been an asset to the state program. Having stated that, we also realize that during the transition times, enrollments can decline, and may not be processed as quickly as previously completed. The new employees have given us the opportunity to reconnect with host sites and other referral sources. We have redesigned our marketing materials statewide and are able to tailor them for each region.

"State quarterly meetings have brought our state SCSEP program coordinators together to work collaboratively. The experienced program coordinators have been a key component in training, advising, and coaching new staff, in order to make SCSEP successful.

"BADR works with subrecipients to review quarterly data from SPARQ that shows enrollment (recruitment) and those who have exited the program due to the durational limit, achieving unsubsidized employment, and other reasons. Subrecipients receive quarterly notifications from SPARQ about participants who will be exiting for the program year so recruitment can begin prior to durational limit termination. There will be times of overlap during any quarter when a participant is recruited to replace an outgoing participant. Subrecipients must be informed and ready to fill any open position and understand the continuous transition cycle of recruitment, enrollment, placement, and eventual exit from the program. The program coordinators have been focusing efforts on new recruitment strategies using technology and working with other federal and state programs serving adults where a work search component is required."

D. Long-Term Strategy for Equitable Distribution of SCSEP Positions

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

1. **Equitably serves both rural and urban areas (20 C.F.R. § 641.302(a)(2)).**

   Historically, some grantees may fill slots above the allocated level. Many times slots are filled beyond the allocated amount simply because the county is in an urban or metropolitan area, where recruitment is continuous and employment is plentiful. This results in a county being

overserved. Too many overserved slots in one county may mean people, most often in rural, isolated counties, are being denied SCSEP services.

Counties that are overserved can still recruit, but must place people on a wait list or refer applicants to another grantee with an open slot in the same county. Grantees must do an inventory of the current participants and develop a plan for transition into unsubsidized employment or determine who has reached their durational limit. The gradual decrease of authorized positions must be handled responsibly so no participants are displaced.

The SCSEP subrecipients in Wisconsin understand the problems encountered in balancing the needs of the counties each serve. The SCSEP recognizes the need for grantees to reach across to their counterparts in the same county or region to assist them with their recruitment. This may mean a grantee with a waiting list will offer and refer people to the subrecipients having difficultly recruiting. Grantees helping each other and working together will help address the issue of over- and underserved counties.

Subrecipients will need to follow these long-term strategies:

- Developing ongoing working partnerships among grantees to assist each other with recruitment and referrals for unsubsidized employment through on-the-job training.
- Providing educational training to grantees and subrecipients on the EDR process (to ensure grantees are equitably balancing position levels to avoid under- and overserved counties).
- Creating reports and/or meeting quarterly to discuss enrollment and recruitment trends, and how the numbers are impacted monthly due to exits for durational limits, unsubsidized employment, or termination, and understanding the benefits of using the SPARQ Management Report and the newly created Grantee Performance Management System (GMPS) tools.
- Discussing between grantees and subrecipients how each one can help balance the slot levels in a shared county that is over- and/or underserved.
- Utilizing the services provided within the local one-stops, especially working with other program partners and participants who are eligible to receive WIOA services.

2. **Serves individuals afforded priority for service under 20 C.F.R. § 641.520 (20 C.F.R. §§ 641.302(a), 641.656).**

The SCSEP provides priority of service to those people who are considered most-in-need, as defined at 20 C.F.R. § 641.520. These individuals have one or more of the following characteristics:

- Are veterans (or eligible spouses of veterans) for purposes of the Jobs for Veterans Act, 39 U.S.C. § 4215(a)
- Are age 65 or older
- Have a disability
- Have limited English proficiency
- Have low literacy skills
- Reside in a rural area
- Have low employment prospects
- Have failed to find employment after using the services provided through the one-stop delivery system
- Are homeless or at-risk for homelessness
- Were previously incarcerated

There are people in every county who meet the SCSEP priority of service. These people have a multitude of barriers to employment that are discovered during the enrollment and assessment processes. Grantees have knowledge of the aging process and changing behaviors. Older adults need a variety of resources and referrals to help them manage barriers. When older adults are recruited, many meet the priority of service category for the most-in-need measure. Each grantee is responsible for ensuring appropriate referrals for assistance are provided.

The SCSEP employs outreach and recruitment strategies to give priority of service to eligible older adults, specifically targeting racial and ethnic minority groups. Outreach materials such as brochures, posters, and newspaper articles are tailored to each region. Information is disseminated to local county veteran's offices, hospitals and clinics, senior centers, literacy centers, shelters, social security offices, ADRCs, county and tribal aging units, job centers, libraries, churches, pharmacies, restaurants, and retail bulletin boards. Presentations to local social service agencies help staff learn about the benefits of the SCSEP.

Additionally, the office for GWAAR Milwaukee (sub recipient in Milwaukee County), was recently able to relocate its office to a more ideal location within the city of Milwaukee. It has the benefit of being in the same building as a local one-stop job center, with training and conference room availability, and is adjacent to the YWCA.

Table 13 represents specific population groups by priority characteristics. The percentages are based on aggregated SPARQ data from state and national grantees for each program year.

Table 13: Specific Population Groups by Priority Characteristics

SPARQ Priority Characteristics	Program Year 2016-2017	Program Year 2017-2018	Program Year 2018-2019
Age 65 and Over	30%	33%	36%
Disability	38%	39%	45%
Limited English Proficiency	2%	2%	2%
Low Literacy Skills	6%	8%	7%
Rural	9%	8%	8%
Veterans (or Eligible Spouse of Veteran)	16%	16%	14%
Low Employment Prospects	91%	93%	20%
Failed to Find Employment after Using WIOA Title I	14%	22%	25%
Homeless or At-Risk of Homelessness	47%	53%	60%
Minority	37%	39%	37%
Below 125% of the Federal Poverty Level	87%	90%	91%

Source: SCSEP Performance and Results QPR Data (SPARQ) System, 2020

E. Ratio of Eligible Individuals per Service Area

Provide the ratio of eligible individuals in each service area to the total eligible population in the state (20 C.F.R. § 641.325(a)).

Based on the SCSEP equitable distribution report for program year 2017-2018, table 14 shows the ratio of slots per 1,000 people who are 55 years old and older, and the eligible population in each county.

Table 14: Distribution of Slots to Total Population Age 55 and Older

County	Total Population Age 55+	Slots per 1,000 People Age 55+	County	Total Population Age 55+	Slots per 1,000 People Age 55+
Adams	9,859	0.51	Marathon	43,592	0.48
Ashland	5,522	0.72	Marinette	16,800	0.71
Barron	16,944	0.71	Marquette	6,647	0.75
Bayfield	7,034	0.43	Menominee	1,228	6.51

County	Total Population Age 55+	Slots per 1,000 People Age 55+	County	Total Population Age 55+	Slots per 1,000 People Age 55+
Brown	73,944	0.57	Milwaukee	243,507	0.90
Buffalo	5,000	0.80	Monroe	14,431	0.69
Burnett	7,264	0.69	Oconto	14,362	0.63
Calumet	14,806	0.34	Oneida	15,831	0.82
Chippewa	21,042	0.62	Outagamie	53,253	0.41
Clark	10,566	0.76	Ozaukee	31,393	0.29
Columbia	18,999	0.47	Pepin	2,836	0.71
Crawford	6,343	0.79	Pierce	12,089	0.50
Dane	137,689	0.36	Polk	16,331	0.61
Dodge	29,047	0.52	Portage	21,329	0.52
Door	13,221	0.53	Price	5,989	0.83
Douglas	14,814	0.61	Racine	61,103	0.54
Dunn	12,709	0.55	Richland	6,742	0.74
Eau Claire	28,816	0.59	Rock	49,857	0.56
Florence	2,078	0.96	Rusk	5,890	0.85
Fond du Lac	34,265	0.47	St. Croix	25,325	0.43
Forest	3,579	0.84	Sauk	21,133	0.43
Grant	15,668	0.64	Sawyer	7,321	0.68
Green	12,741	0.55	Shawano	15,066	0.73
Green Lake	7,262	0.41	Sheboygan	37,841	0.45
Iowa	8,234	0.61	Taylor	7,261	0.83
Iron	2,856	0.70	Trempealeau	9,513	0.63
Jackson	6,953	0.43	Vernon	10,798	0.74
Jefferson	26,870	0.48	Vilas	10,888	0.64
Juneau	9,656	0.83	Walworth	33,575	0.45
Kenosha	47,627	0.59	Washburn	7,088	0.71
Kewaunee	7,332	0.68	Washington	45,356	0.35
La Crosse	34,455	0.52	Waukesha	137,852	0.30

County	Total Population Age 55+	Slots per 1,000 People Age 55+	County	Total Population Age 55+	Slots per 1,000 People Age 55+
Lafayette	5,750	0.70	Waupaca	19,122	0.52
Langlade	7,965	0.75	Waushara	10,198	0.59
Lincoln	10,905	0.64	Winnebago	51,032	0.18
Manitowoc	29,129	0.41	Wood	26,527	0.53
			Wisconsin	1,806,050	0.57

Source: U.S. Census, July 2018, and SCSEP EDR PY 2017–2018, U.S. Department of Labor

F.   Relative Distribution of Eligible Individuals

Provide the relative distribution of eligible individuals who:

1. **Reside in urban and rural areas within the state (20 C.F.R. § 641.325(b)).**

   Tables 15 and 16 show the share of the total state population (age 55 and older) and share of authorized positions for urban and rural counties, respectively. Table 17 compares the slot distribution of urban and rural counties, based on their totals from the previous tables.

   ### Table 15: Share of State Authorized Positions for Urban Population Age 55+

County	County 55+ Population	Share of State 55+ Population (1,806,052 people)	Number of County Authorized Positions	Share of Total State Authorized Positions (1,021)
Brown	73,944	4.1%	42	4.1%
Calumet	14,806	0.8%	5	0.5%
Chippewa	21,042	1.2%	13	1.3%
Columbia	18,999	1.1%	9	0.9%
Dane	137,689	7.6%	50	4.9%
Douglas	14,814	0.8%	9	0.9%
Eau Claire	28,816	1.6%	17	1.7%
Fond du Lac	34,265	1.9%	16	1.6%
Green	12,741	0.7%	7	0.7%

County	County 55+ Population	Share of State 55+ Population (1,806,052 people)	Number of County Authorized Positions	Share of Total State Authorized Positions (1,021)
Iowa	8,234	0.5%	5	0.5%
Kenosha	47,627	2.6%	28	2.7%
Kewaunee	7,332	0.4%	5	0.5%
La Crosse	34,455	1.9%	18	1.8%
Marathon	43,592	2.4%	21	2.1%
Milwaukee	243,507	13.5%	218	21.4%
Oconto	14,362	0.8%	9	0.9%
Outagamie	53,253	2.9%	22	2.2%
Ozaukee	31,393	1.7%	9	0.9%
Pierce	12,089	0.7%	6	0.6%
Racine	61,103	3.4%	33	3.2%
Rock	49,857	2.8%	28	2.7%
St. Croix	25,325	1.4%	9	0.9%
Sheboygan	37,841	2.1%	17	1.7%
Washington	45,356	2.5%	16	1.6%
Waukesha	137,852	7.6%	41	4.0%
Winnebago	51,032	2.8%	25	2.4%
Urban Wisconsin	**1,261,326**	**69.8%**	**678**	**66.4%**

Source: U.S. Census, July 2018, Population Estimates Program and SCSEP for PY 2017–2018, U.S. Department of Labor, 2020

Table 16: Share of State Authorized Positions for Rural Population Age 55+

County	County 55+ Population	Share of State 55+Population (1,806,052 people)	Number of County Authorized Positions	Share of Total State Authorized Positions (1,021)
Adams	9,859	0.5%	5	0.5%
Ashland	5,522	0.3%	4	0.4%
Barron	16,944	0.9%	12	1.2%
Bayfield	7,034	0.4%	3	0.3%
Buffalo	5,000	0.3%	4	0.4%
Burnett	7,264	0.4%	5	0.5%
Clark	10,566	0.6%	8	0.8%
Crawford	6,343	0.4%	5	0.5%
Dodge	29,047	1.6%	15	1.5%
Door	13,221	0.7%	7	0.7%
Dunn	12,709	0.7%	7	0.7%
Florence	2,078	0.1%	2	0.2%
Forest	3,579	0.2%	3	0.3%
Grant	15,668	0.9%	10	1.0%
Green Lake	7,262	0.4%	3	0.3%
Iron	2,856	0.2%	2	0.2%
Jackson	6,953	0.4%	5	0.5%
Jefferson	24,870	1.5%	13	1.3%
Juneau	9,656	0.5%	8	0.8%
Lafayette	5,750	0.3%	4	04%
Langlade	7,965	0.4%	6	0.6%
Lincoln	10,905	0.6%	7	0.7%
Manitowoc	27,129	1.6%	15	1.5%
Marinette	16,800	0.9%	12	1.2%
Marquette	6,647	0.4%	5	0.5%
Menominee	1,228	0.1%	8	0.8%

County	County 55+ Population	Share of State 55+Population (1,806,052 people)	Number of County Authorized Positions	Share of Total State Authorized Positions (1,021)
Monroe	14,431	0.8%	10	1.0%
Oneida	15,831	0.9%	13	1.3%
Pepin	2,836	0.2%	2	0.2%
Polk	16,331	0.9%	10	1.0%
Portage	21,329	1.2%	11	1.1%
Price	5,989	0.3%	5	0.5%
Richland	6,742	0.4%	5	0.5%
Rusk	5,890	0.3%	5	0.5%
Sauk	21,133	1.2%	11	1.1%
Sawyer	7,321	0.4%	5	0.5%
Shawano	15,066	0.8%	11	1.1%
Taylor	7,261	0.4%	6	0.6%
Trempealeau	9,513	0.5%	6	0.6%
Vernon	10,798	0.6%	8	0.8%
Vilas	10,888	0.6%	7	0.7%
Walworth	33,575	1.9%	15	1.5%
Washburn	7,088	0.4%	5	0.5%
Waupaca	19,122	1.1%	10	1.0%
Waushara	10,198	0.6%	6	0.6%
Wood	26,527	1.5%	14	1.4%
Rural Wisconsin	**544,726**	**30.2%**	**343**	**33.6%**

Source: U.S. Census, July 2018, Population Estimates Program and SCSEP for PY 2017–2018, U.S. Department of Labor, 2020

Table 17: Comparison of Slot Distribution for Urban and Rural 55+ Populations

	Number of Counties	55+ Population	Share of State 55+ Population	Number of Authorized Positions	Share of Total State Authorized Positions
Urban Wisconsin	26	1,261,326	69.8%	678	66.4%
Rural Wisconsin	46	544,726	30.2%	343	33.6%
Wisconsin (Total)	**72**	**1,806,052**	**100%**	**1021**	**100%**

Source: U.S. Census, July 2018, Population Estimates Program and SCSEP for PY 2017–2018, U.S. Department of Labor, 2020

Wisconsin's 55+ population has grown faster than population of all other ages and is projected to continue to do so for at least the next 30 years. This age group stood at 1.8 million in 2018, an increase of 320,000 since 2010. Weighted-average county growth of this age group was 23% from 2010 to 2018, with rates ranging from a low of 12% to a high of 39%. In comparison, total population has only grown by 123,000, or just a little over 2% over the same period. Thirty-five of 72 counties declined in total population with an aggregate net loss of about 19,000 residents. These same 35 counties gained an aggregate 90,400 people ages 55 and older. Most of these counties were rural, non-metropolitan counties in the far northern, southwestern, and central portions of the state.

The state's most populated county, Milwaukee County, posted a very small total population decline, but gained 32,200 people ages 55 and older. Dane County, the state's second most populous, grew by 53,000 since 2010, with growth of 30,300 among those ages 55 and older.

Between 2020 and 2030, Wisconsin's 55+ population is expected to grow to 2.1 million, adding 230,000 residents. Total population is expected to increase by 370,000, which is a larger numeric growth than the 55+ age group, but its 6% growth rate is still only half of the 12% growth rate of the 55+ population. Every county will see an increase in its older population, and 66 counties are expected to show net growth in total population. Dane, Waukesha, and Brown counties will experience the largest population growth between 2020 and 2030.

As of 2018, 31% of Wisconsin's population is 55 years old and older. This ratio is expected to rise slightly to 33% by 2030. By 2040, those 55 and older could comprise 35% of the state's population.

Wisconsin's workforce is experiencing profound changes because of the aging population. Despite a growing economy, the state's labor force is growing very slowly, as a large portion of

the labor force-eligible population, those 16 years old and older, are aging out of traditional, working-age life segments. Older workers exiting the workforce will likely exceed the number of workers who enter, and employers will need to address this loss of experience and knowledge in the workplace.

Grantees may have difficulty serving counties where the population is small. In addition to fewer positions being allocated to them, there are more rural and geographically isolated areas, and employment opportunities are generally more difficult to find. Many of these counties lack economic growth, and the businesses there are not considered high-wage employers. Participants who have sufficient transportation may need to travel outside of their county to seek employment.

Grantees may find recruitment more difficult in these areas, but they are aware of and use local resources to expand recruitment opportunities. Recruiting host agencies is another challenge, since smaller communities often lack the services afforded by nonprofit organizations. Referrals to help participants with supportive service needs will be harder to find, and if employer facilities are not accessible, participants will have to travel farther.

According to Wisconsin Department of Administration population projections, the 10 counties with the fastest population growth between 2020 and 2030 include:

- St. Croix
- Calumet
- Menominee
- Polk
- Walworth

- Washington
- Sauk
- Brown
- Oconto
- Kenosha

These same population projections estimate that the 10 counties with the fastest population decline include:

- Price
- Rusk
- Bayfield
- Pepin
- Wood

- Buffalo
- Ashland
- Milwaukee
- Manitowoc
- Grant

According to the U.S. Census Bureau, the total number of people 55+ living in rural Wisconsin was 544,726, compared to 1,261,326, living in urban areas. The SCSEP collects and tracks program data through the SCSEP Performance and Results Quarterly Progress Report (SPARQ). SPARQ tracks data on "individuals residing in rural areas" to specifically address their needs.

Table 18 shows the total number of authorized positions for state and national grantees for the last three SCSEP program years and the share of those positions that were allocated for participants in rural counties.
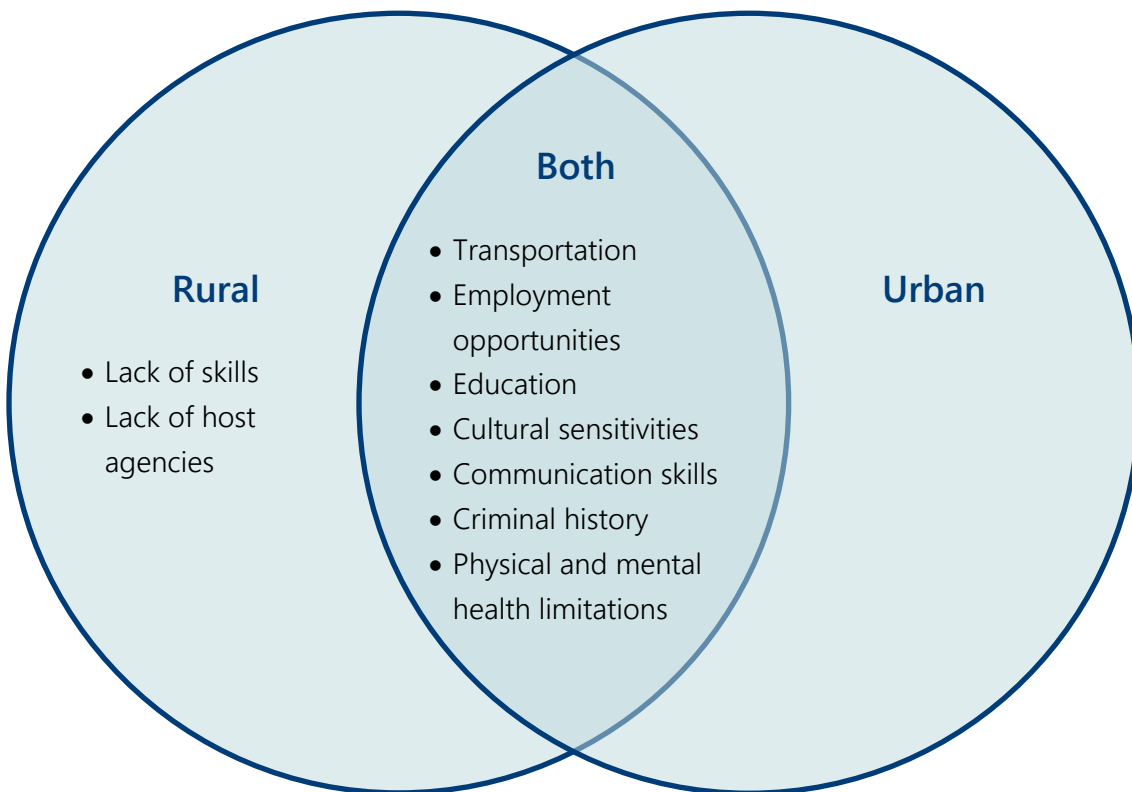
Table 18: Share of Authorized Positions in Rural Areas, 2016–2018

Program Year	Authorized Positions	Rural Counties' Share of Total Positions
2016	1111	31%
2017	1016	39%
2018	1019	38%

Source: SPARQ, U.S. Department of Labor, Quarterly Progress Reports, 2020

During the SCSEP State Plan meeting, grantees discussed common barriers that occur in rural and urban areas and possible solutions for those issues. Figure 19 identifies these issues, which are addressed in greater detail below.

Figure 19: Common Barriers for SCSEP in Rural and Urban Areas

Rural
- Lack of skills
- Lack of host agencies

Both
- Transportation
- Employment opportunities
- Education
- Cultural sensitivities
- Communication skills
- Criminal history
- Physical and mental health limitations

Urban

Lack of Skills

Issues identified related to a general lack of skills include:

- Unidentified or non-transferable skills.
- Unknown learning disability.
- Limited English proficiency.
- Low literacy skills.
- No high school diploma or GED.
- Limited knowledge of technology.

Possible solutions for these issues include:

- Collaboration with disability services to improve skills.
- Education and training.
- Complete assessment.
- Job center workshops.
- Assistance from Division of Vocational Rehabilitation (DVR).
- Career Pathways.
- Work Keys.
- WIOA services.

Lack of Host Agencies

Possible solutions to address a lack of host agencies in rural areas include:

- Melissadata.com.
- Marketing for SCSEP.
- Recruitment at conferences, job fairs, and expos.
- Local United Way.
- Township meetings.
- Senior centers, schools, and churches.
- Local shopper newspapers and flyers.
- Word-of-mouth.
- Social media.

Transportation

Transportation issues in rural and urban areas include:

- Accessibility.
- Cost.
- Weather conditions.

Possible solutions for these issues are:

- Grants to help purchase cars and car repairs.
- Other funding sources.
- Piggybacking off other services.
- Referrals from ADRCs.
- Senior volunteers.
- Van or ride sharing.
- Bus pass or taxi voucher.
- Help for participants who need license plates renewed or fines paid.
- Worksite close to residence.
- Budget planning with participant.
- Resources for local car service centers.
- Purchase or donation of bicycles.
- Uber service.

Employment Opportunities

Solutions related to finding relevant employment opportunities for participants include:

- Job Center of Wisconsin website.
- Indeed.com.
- Employer contact.
- Business Relations Group.
- Local chambers of commerce.
- Rotary, Optimist, or Lion's clubs.
- Job fairs and/or expos.
- Community-based agencies with classes on job development.
- Local technical college (adult).
- Relocation.
- On-the-job experience training from SCSEP.
- Collaborations with DVR and FoodShare Employment and Training program.
- National Career Readiness.
- Business Service Team.

Education

Barriers that arise related to education in both urban and rural areas include:

- Lack of high school diploma or GED.
- Lack of college degree.
- Difficulty with reading and/or math.

Possible solutions for educational barriers include:

- WIOA co-enrollment.
- Training through SCSEP.
- Technical college education or training.
- Scholarships from Wisconsin Employment and Training Association, Wisconsin Older Worker Network, community clubs, and other nonprofits.
- Grants from the Department of Labor or community foundations.
- Community education (senior centers, libraries, or local high schools).
- National Career Readiness.
- Library workshops.
- Online training courses.

Cultural Sensitivities

Barriers related to culture create issues in both rural and urban areas. These issues include:

- Language and literacy barriers.
- Discrimination.
- Diversity insensitivities.
- Fear of losing identity.
- Fewer resources.
- Isolation.
- Lack of host agencies.

Possible solutions for cultural sensitivity barriers include:

- Interpreters or family members.
- Participants who are bilingual serving as translators or mentors.
- Collaboration with minority organizations.
- Literacy networks.

- Host agency worksites specific to culture.
- Publications translated into Spanish and Hmong.
- Assessment and IEP with goals to overcome barriers.

Communication Skills

Communication skills can be lacking for participants who do not fully grasp English or who do not speak English. Possible solutions are similar to those addressing cultural sensitivities and include:

- Collaboration with community colleges.
- Collection of resources or tools that address social skills.
- Job-readiness assessments and workshops.
- Proper communication at worksites.
- Literacy councils or networks.

- Intergenerational communications.
- Interpreters.
- English classes.
- Understanding of what is appropriate language in the workplace.
- Host agency worksites with bilingual staff.

Criminal History

A participant with a criminal history can experience several barriers to employment, including:

- Lack of host agency.
- Lack of employment opportunities.
- Lack of trust.
- Possibility of repeat offenses.

- Stigma associated with sex offenders.
- Safety.
- Lack of reintegration funding and services.

Possible solutions for this include:

- Background checks (criminal, sex offender registry, and out-of-state).
- Contact with probation officer (terms of probation).

- Reintegration classes.
- Transparency with participants and host agencies.

Physical and Mental Health Limitations

Issues surrounding physical and mental health limitations include:

- Lack of mobility.
- Denial.
- Addictions and criminal backgrounds.

- Liability (safety).
- Homelessness.
- Dementia.

Possible solutions for these health limitations include:

- Reasonable accommodations (assistive devices).
- Understanding limitations.
- Referrals to ADRCs, DVR and Memory Cafes.
- Break in participation in SPARQ to get help.

- Background checks.
- Motivational interviewing.
- Participant transparency.
- Mental health facilities that provide free clinics or assessments.

2. Have the greatest economic need (20 C.F.R. § 641.325(b)).

For people in the SCSEP, greatest economic need refers to a person who is at or below the federal poverty level. To be eligible for the SCSEP, a person's income must not exceed 125% of the federal poverty level. What this means in SCSEP eligibility is that in 2020, the maximum income for a family of one is $15,950 per year and for a married couple or family of two is $21,550 per year. Applicants who apply for SCSEP may not have an income. Those who are between 55 and 61 years old cannot collect Social Security and may not have a pension or other sources of income, so finding employment is the only viable source.

According to the 2017 American Community Survey, there were 203,000 people in Wisconsin who met this age and poverty threshold. That equates to about one-eighth of the 55+ population By comparison, approximately one in seven Wisconsinites across all ages is at or below 125% of the federal poverty level.

The 55+ population's lower-than-average poverty rate is a testament to the stability that Social Security, Medicare, and private retirement accounts have afforded to an age group that is more likely to have withdrawn from the workforce, but this should not discount the importance of employment to the financial well-being of those in this age group. Total personal income of those who are 55 years old and older in Wisconsin was roughly $65 billion in 2017, with just over half of this coming via employment earnings. When considering only the youngest segment of this age group, those ages 55–64, the earnings ratio jumps to 80% of total income.

Even those who are 65–74 and have just entered full Social Security eligibility still rely significantly on employment earnings as this income type comprised 30% of their income in 2017.

Figure 20 shows the percent of SCSEP authorized state and national positions that were filled by participants who were at or below 125% of the federal poverty level for program years 2016, 2017, and 2018.

Figure 20: SCSEP Positions Filled by Impoverished Participants, 2016–2018
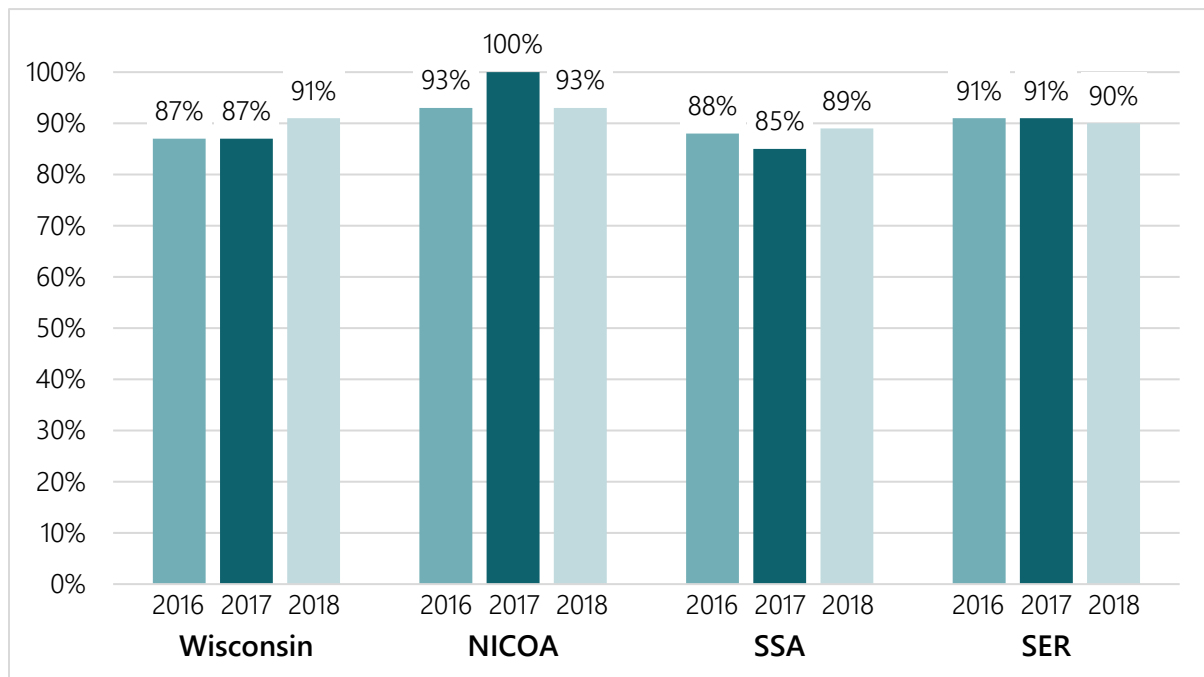
Source: SCSEP Performance and Results Quarterly Progress Report (SPARQ) Data System, 2020

3. Are Minorities (20 C.F.R. § 641.325(b)).

Table 21 provides racial and ethnic population estimates for those who are 55 years old and older. Race groups include only non-Hispanics. All those of any race reporting Hispanic/Latino ethnicity are in the Hispanic/Latino column only.

Table 21: Population Estimates by Race for 2018

County	Total 55+ Pop.	Non-Hispanic Totals						Hisp./ Latino
		White	Black/ Afr. Amer.	Native Amer.	Asian	Hawaiian	2+ Races	
Adams	9,859	9,523	68	48	34	1	61	124
Ashland	5,522	4,925	6	414	21	0	114	42
Barron	16,944	16,511	84	87	59	4	63	136
Bayfield	7,034	6,527	13	342	16	1	92	43
Brown	73,944	68,923	585	1,208	931	19	317	1,961
Buffalo	5,000	4,928	5	8	7	0	25	27
Burnett	7,264	6,916	25	187	17	2	77	40
Calumet	14,806	14,303	46	53	165	4	61	174
Chippewa	21,042	20,571	72	56	143	4	81	115
Clark	10,566	10,323	15	47	23	2	38	118
Columbia	18,999	18,449	99	71	115	8	68	189
Crawford	6,343	6,216	28	8	25	4	31	31
Dane	137,689	126,822	3,613	195	3,533	43	647	2,836
Dodge	29,047	28,172	158	84	99	6	99	429
Door	13,221	12,920	38	47	37	5	64	110
Douglas	14,814	14,215	55	246	46	1	174	77
Dunn	12,709	12,391	34	46	108	0	51	79
Eau Claire	28,816	27,815	114	114	449	7	113	204
Florence	2,078	2,031	7	15	7	0	9	9
Fond du Lac	34,265	33,153	123	130	198	6	123	532
Forest	3,579	3,262	4	261	4	4	30	14
Grant	15,668	15,422	59	27	49	3	45	63
Green	12,741	12,504	35	27	38	1	33	103
Green Lake	7,262	7,049	21	33	15	1	26	117
Iowa	8,234	8,061	19	15	54	2	34	49
Iron	2,856	2,796	5	15	8	0	22	10

County	Total 55+ Pop.	Non-Hispanic Totals						Hisp./ Latino
		White	Black/ Afr. Amer.	Native Amer.	Asian	Hawaiian	2+ Races	
Jackson	6,953	6,548	31	266	20	3	24	61
Jefferson	26,870	25,899	85	69	129	7	104	577
Juneau	9,656	9,294	58	88	37	2	57	120
Kenosha	47,627	42,491	1,752	152	570	16	280	2,366
Kewaunee	7,332	7,195	23	22	19	6	23	44
La Crosse	35,455	33,191	201	107	594	13	122	227
Lafayette	5,750	5,659	5	3	18	0	16	49
Langlade	7,965	7,769	35	54	19	0	51	37
Lincoln	10,905	10,707	18	27	39	6	51	57
Manitowoc	29,129	28,306	77	115	289	2	78	262
Marathon	43,592	42,115	107	134	821	6	120	289
Marinette	16,800	16,433	25	92	46	4	88	112
Marquette	6,647	6,465	21	41	33	2	24	61
Menominee	1,228	382	2	788	17	0	18	21
Milwaukee	243,507	169,615	49,264	1,040	5494	35	1388	16,671
Monroe	14,431	13,898	118	133	91	7	63	121
Oconto	14,362	14,029	14	115	52	4	66	82
Oneida	14,831	15,491	27	82	64	1	107	59
Outagamie	53,253	50,581	207	730	728	11	248	748
Ozaukee	31,393	30,126	342	57	379	8	115	366
Pepin	2,836	2,794	7	7	7	0	11	10
Pierce	12,089	11,824	33	36	44	0	55	97
Polk	16,331	16,005	29	89	51	2	61	94
Portage	21,329	20,691	40	63	251	2	62	220
Price	5,989	5,847	13	29	19	5	33	43
Racine	61,103	52,669	4,222	197	506	15	300	3,194
Richland	6,742	6,616	23	16	20	2	20	45

County	Total 55+ Pop.	Non-Hispanic Totals						Hisp./ Latino
		White	Black/ Afr. Amer.	Native Amer.	Asian	Hawaiian	2+ Races	
Rock	49,857	46,328	1,552	121	395	7	212	1,242
Rusk	5,890	5,758	19	27	9	0	43	34
St. Croix	25,325	24,695	102	87	127	8	83	223
Sauk	21,133	20,530	70	126	86	3	74	244
Sawyer	7,321	6,526	7	598	12	0	134	44
Shawano	15,066	14,048	22	710	59	3	112	112
Sheboygan	37,841	36,123	173	98	612	3	86	746
Taylor	7,261	7,139	6	21	17	3	24	51
Trempealeau	9,513	9,303	15	14	25	2	17	137
Vernon	10,798	10,636	23	17	18	4	35	65
Vilas	10,888	10,250	10	470	33	0	54	71
Walworth	33,575	31,847	150	65	197	7	123	1,186
Washburn	7,088	6,857	4	82	20	1	79	45
Washington	45,356	44,102	287	110	252	13	118	474
Waukesha	137,852	130,882	1,129	159	2,650	37	425	2,570
Waupaca	19,122	18,694	37	77	53	3	73	185
Waushara	10,198	9,868	45	33	27	2	48	175
Winnebago	51,032	49,069	307	241	556	10	191	658
Wood	26,527	25,764	106	137	214	4	71	231
Wisconsin	**1,806,050**	**1,655,787**	**66,174**	**11,529**	**21,920**	**397**	**8,085**	**42,158**

Source: U.S. Census, Population Ages 55 and Older Race and Ethnicity, July 2018

4. Are Limited English Proficient

Limited English proficiency means a participant who does not speak English as his or her primary language and who has a limited ability to read, speak, write, or understand English. Low literacy skills mean a participant who calculates or solves problems, reads, writes, or speaks at or below an eighth grade level, or who is unable to compute or solve problems, read, write, or speak at a level necessary to function on the job, in the participant's family, or in society.

Table 22 shows the share of the 65+ population in each county that has limited English proficiency.

Table 22: Limited English Proficiency Rate per County, Age 65+

County	Share of 65+ Population with Limited English Proficiency	County	Share of 65+ Population with Limited English Proficiency
Adams	1.42%	Marathon	1.8%
Ashland	0%	Marinette	0.7%
Barron	0.9%	Marquette	0.1%
Bayfield	0.1%	Menominee	4.2%
Brown	1.9%	Milwaukee	5.8%
Buffalo	0.3%	Monroe	1.4%
Burnett	0.3%	Oconto	0.8%
Calumet	0.8%	Oneida	0.6%
Chippewa	0.1%	Outagamie	1.8%
Clark	1.4%	Ozaukee	1.6%
Columbia	0.6%	Pepin	0.8%
Crawford	0.2%	Pierce	0.8%
Dane	2.5%	Polk	0.4%
Dodge	0.7%	Portage	1.5%
Door	0.7%	Price	0.2%
Douglas	0.5%	Racine	2.7%
Dunn	0.6%	Richland	0.8%
Eau Claire	1.1%	Rock	1.5%
Florence	0.7%	Rusk	1.0%
Fond du Lac	0.8%	St. Croix	0.4%
Forest	0.6%	Sauk	0.9%
Grant	0.5%	Sawyer	0.5%
Green	0.5%	Shawano	0.5%
Green Lake	0.5%	Sheboygan	2.3%

County	Share of 65+ Population with Limited English Proficiency	County	Share of 65+ Population with Limited English Proficiency
Iowa	0.7%	Taylor	0.7%
Iron	0.9%	Trempealeau	0.4%
Jackson	0.9%	Vernon	0.3%
Jefferson	0.7%	Vilas	0.6%
Juneau	1.7%	Walworth	2.8%
Kewaunee	0.2%	Washington	0.9%
La Crosse	1.5%	Waukesha	2.1.%
Lafayette	0.3%	Waupaca	0.5%
Langlade	0.5%	Waushara	0.7%
Lincoln	0.0%	Winnebago	1.1%
Manitowoc	0.7%	Wood	0.8%

Source: U.S. Census, 2013-2017 American Community Survey

Grantees work closely with limited-English speaking people to ensure communication methods are in place. Interpretation and translation services are obtained through the county job center at no cost to the participant. Written documents in Spanish and other languages are available for non-English speaking participants.

Table 23 shows the number and percentage of individuals served who are identified as having either limited English proficiency or low literacy skills.

Table 23: Share of Positions with Limited English Proficiency or Low Literacy Skills, 2016–2018

Program Year	Grantee	Authorized Positions	Number with Limited English Proficiency	Percent with Limited English Proficiency
2016	Wisconsin	228	7	2%
	NICOA	19	0	0%
	CWI	251	8	2%
	SER	613	30	5%
2017	Wisconsin	209	7	2%
	NICOA	17	0	0%
	CWI	230	6	1%
	SER	560	30	4%
2018	Wisconsin	209	7	2%
	NICOA	17	0	0%
	CWI	231	5	1%
	SER	562	39	5%

Source: SPARQ, Quarter 2, PY 2019, U.S. Department of Labor, 2020

5. Have the greatest social need (20 C.F.R. § 641.325(b)).

A participant is considered to have great social need at enrollment by having little or no employment history, no basic skills, and little to no high school education, as well as being English-language deficient, disabled, homeless, or living in a socially or economically isolated area where there are limited employment opportunities.

Table 24 shows the percent of individuals who were served by SCSEP whose prospects for employment were low (or poor).

Table 24: People Served with Poor or Low Employment Prospects, 2016–2016

Program Year	Grantee	Authorized Positions	End of Year Number	End of Year to Date %
2016	Wisconsin	228	307	91%
	NICOA	19	19	70%
	CWI	251	421	95%
	SER	613	625	100%
2017	Wisconsin	209	311	93%
	NICOA	17	13	87%
	CWI	230	397	94%
	SER	560	736	98%
2018	Wisconsin	209	293	98%
	NICOA	17	22	81%
	CWI	231	428	96%
	SER	562	766	99%

Source: SPARQ, U.S. Department of Labor, Quarterly Progress Reports, 2020

G. Steps Taken to Avoid Service Disruptions

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

SCSEP national grantees and the Bureau of Aging and Disability Resources (BADR) work together to ensure that people who want to work have the opportunity to do so through the services of the program. The Department of Labor provides the distribution factor based on current census data. The distribution factor is the current formula for defining the equitable share of SCSEP positions for each county, based on the proportion of income and age-eligible population by county annually. BADR determines annually which counties are over- or underserved and calculates the movement of positions in order to distribute them equitably. The calculations are sent to the national grantees for review and comment prior to approval. BADR then sends the equitable distribution report to the Department of Labor. Through their collaboration, BADR and the national grantees have traditionally been successful in ensuring there is either no or minimal disruption of service to participants.

Appendices

- Appendix A: State and National Authorized Positions
- Appendix B: Workforce Development Boards and Areas
- Appendix C: Aging and Disability Resource Centers
- Appendix D: State Plan Meeting and Attestation of Plan Participation
- Appendix E: National Grantee Comments
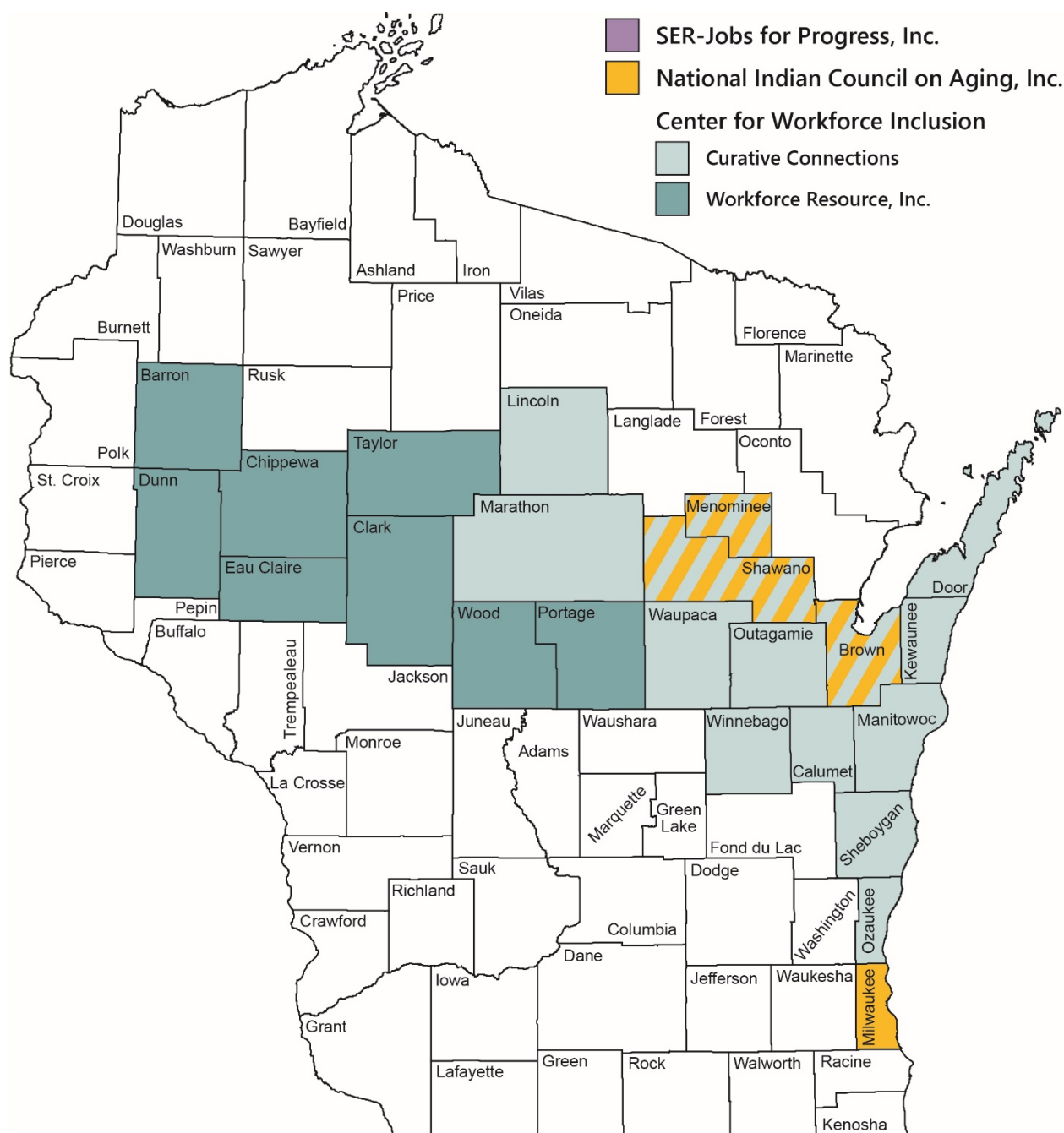- Appendix F: Public Comments

Appendix A: State and National Authorized Positions

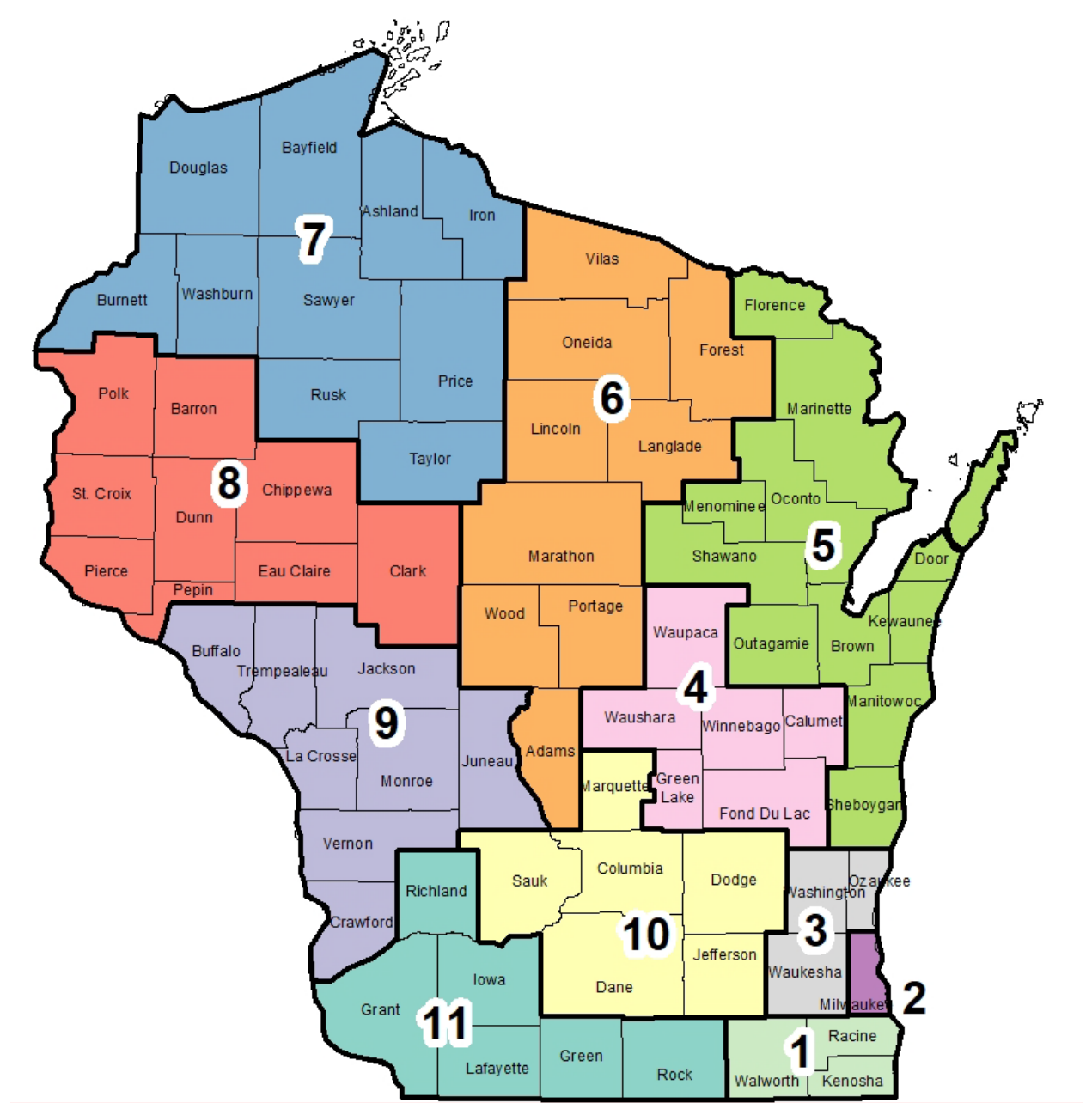### State Authorized Positions (210), Listed by Subrecipient

Legend:
- Fox Valley Workforce Development Board
- Southwest Wisconsin Workforce Development Board
- Workforce Connections
- Greater Wisconsin Agency on Aging Resources
- Greater Wisconsin Agency on Aging Milwaukee
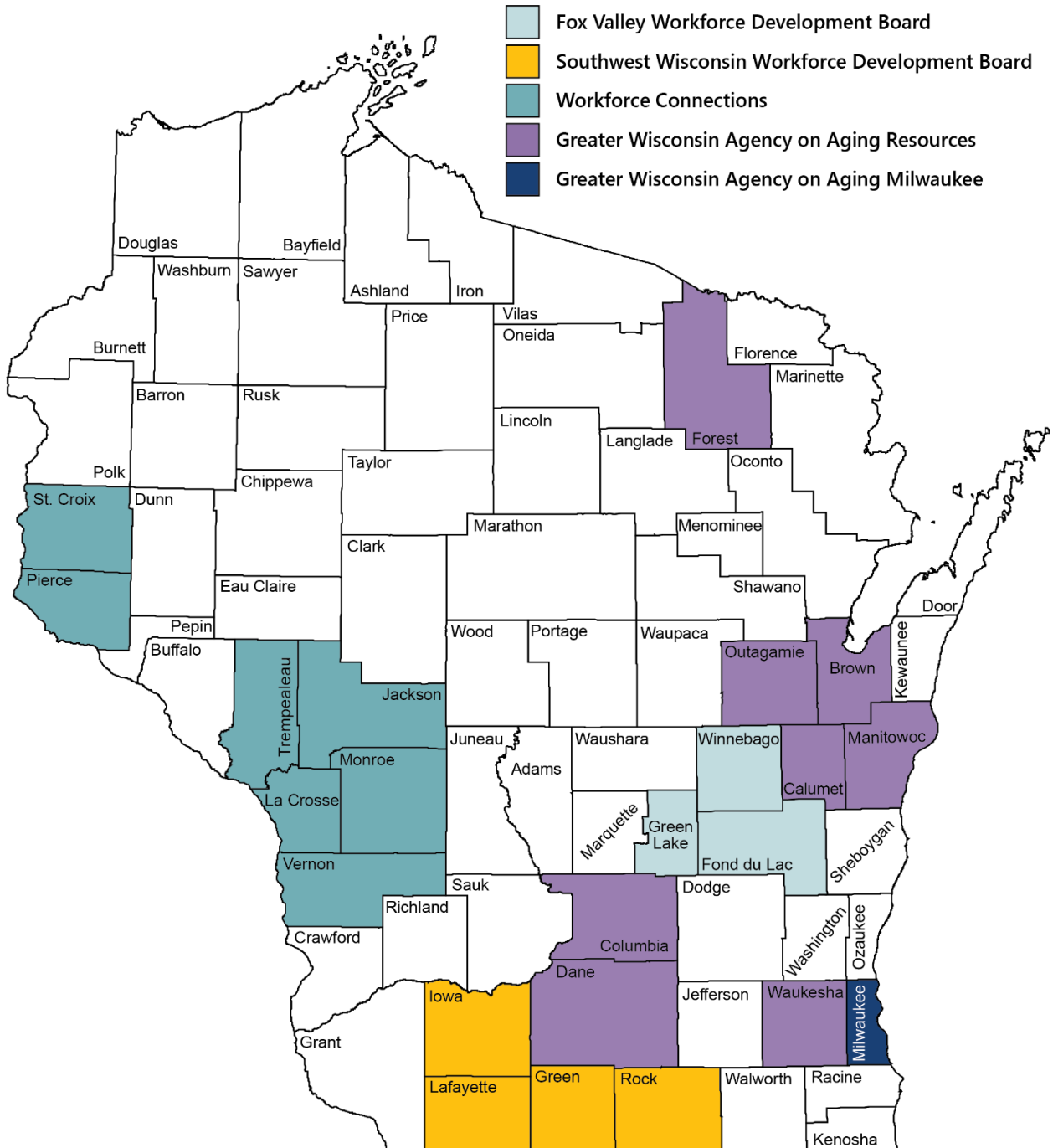
National Authorized Positions (811), Listed by Grantee and Subrecipient

As of March 2020, only Center for Workforce Inclusion (CWI) had returned the state's request for a coverage map. Other national grantees and subrecipients cannot be confirmed.

Source: Wisconsin Department of Workforce Development, Bureau of Workforce Information and Technical Support
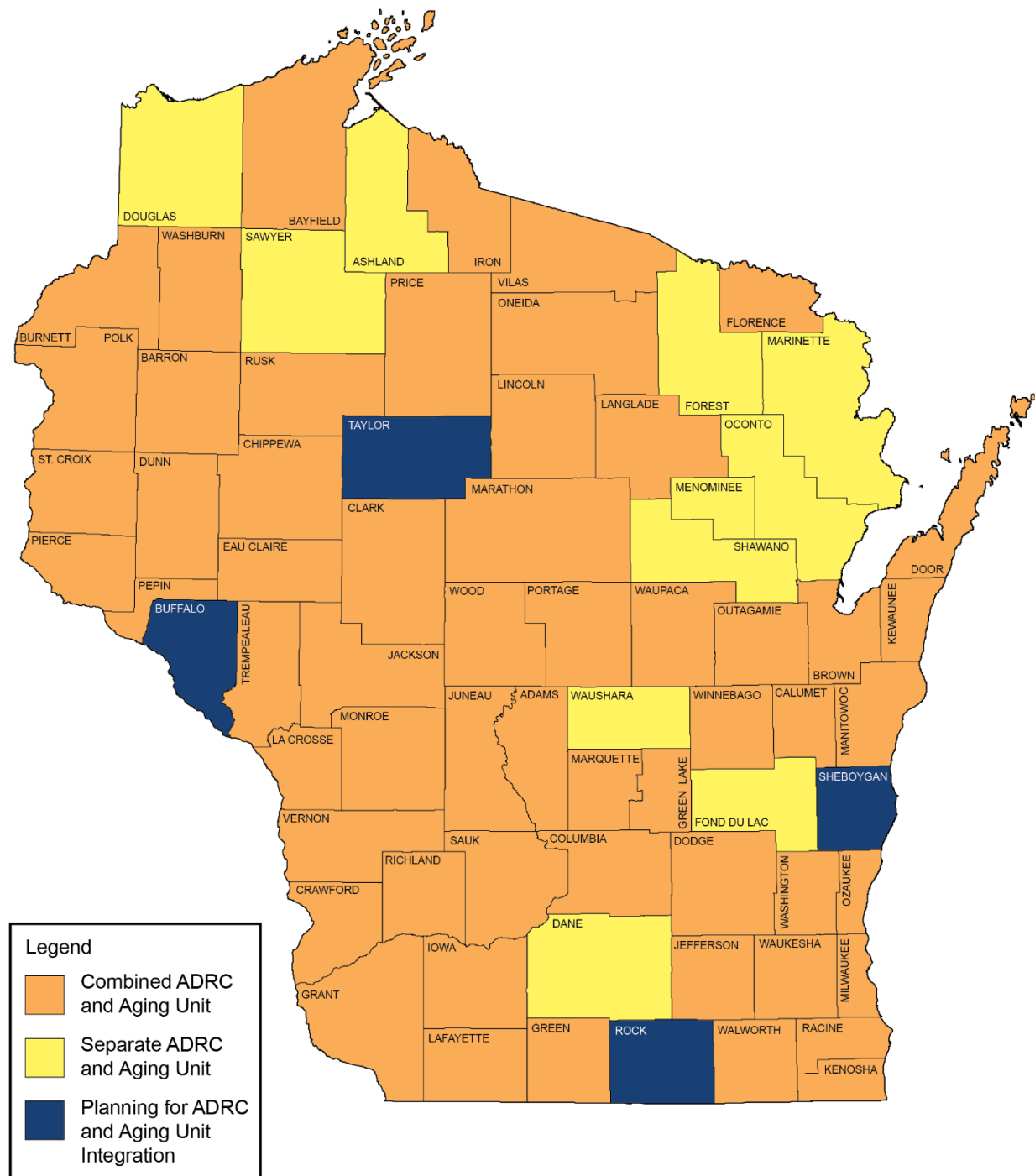
Aging and Disability Resource Center (ADRC) Coverage Areas
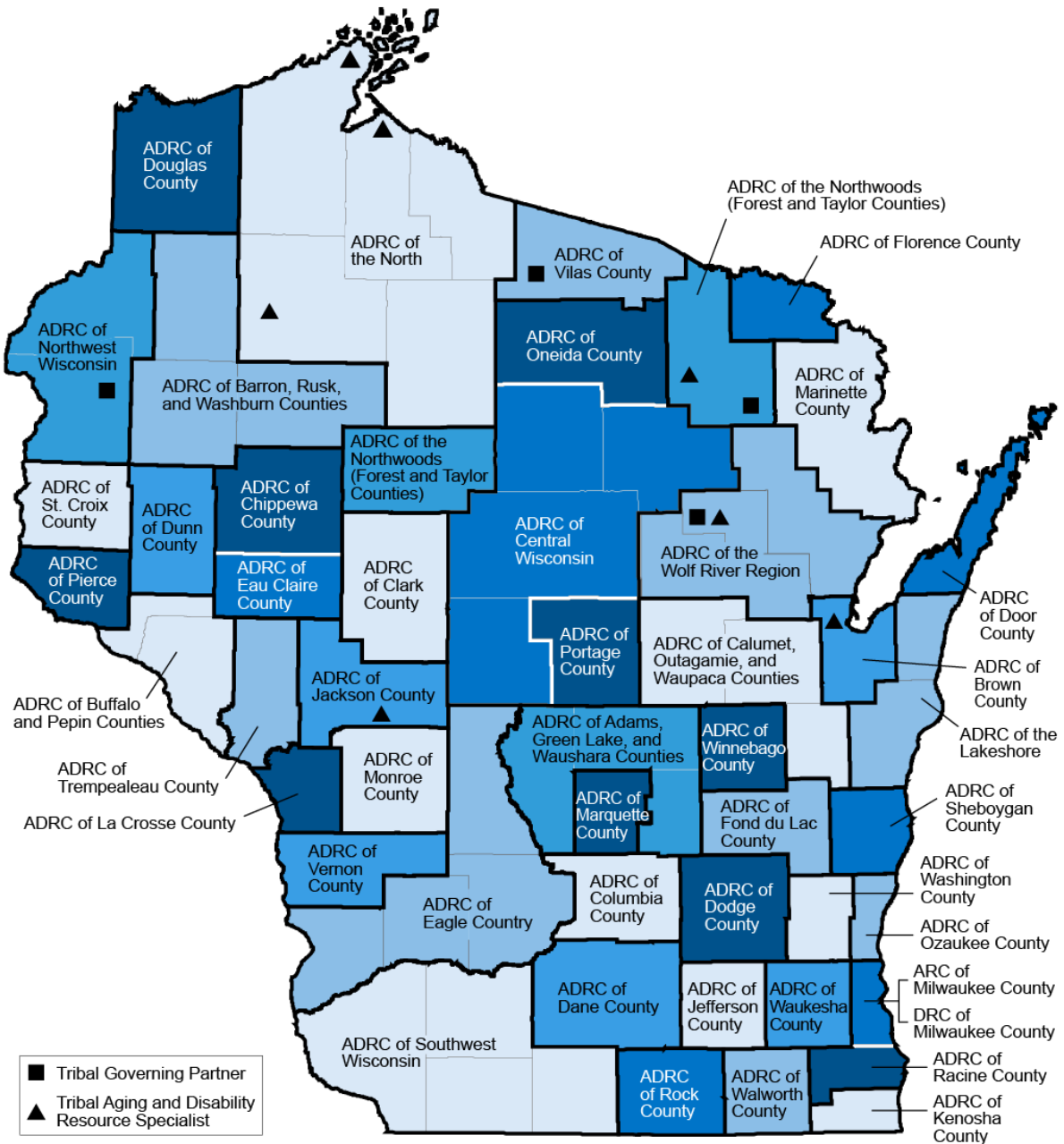
Wisconsin Department of Health Services
Division of Public Health
P-02356 (02/2019)

Wisconsin Counties where ADRCs and Aging Units are Combined

Legend

- Combined ADRC and Aging Unit
- Separate ADRC and Aging Unit
- Planning for ADRC and Aging Unit Integration

Revised 9/30/19

The Older Americans Act of 2006, Section 503, mandates a four-year strategy for the statewide provision of community service employment and other authorized activities for eligible individuals in the SCSEP program. The four-year plan is intended to foster both short-term and long-term coordination among national and state sub grantees operating the SCSEP to facilitate the efforts of key stakeholders to work collaboratively in order to accomplish programs goals. In addition, this plan emphasizes the importance of partnership among grantees and other programs.

The Department of Health Services, Bureau of Aging and Disability Resources is responsible for implementation of the SCSEP State Plan along with input from national grantees. The four-year plan takes a longer-term view of the SCSEP program.

A State Plan meeting will be held with national and state subrecipients to discuss economic projections and impact, service delivery and coordination, and location and populations served using the Equitable Distribution Report. Much of the information in this plan contains revised census and SPARQ data. To facilitate review of the draft plan a meeting is scheduled for Thursday, February 20th, 2020, from 9:00 a.m. to 12:00 p.m. at Greater Wisconsin Agency on Aging Resources, Inc. (GWAAR) 1414 MacArthur Rd., Suite A, Madison, Wisconsin.

For questions or concerns, call Laura Langer, Wisconsin Senior Employment Program Coordinator with the Bureau of Aging and Disability Resources at (608) 267-9097.

**Wisconsin Senior Community Services Employment Program
State Plan PY 2020-2023
Open Meeting Notice**

Thursday, February 20, 2020, 9 a.m.–12 p.m.
Greater Wisconsin Agency on Aging Resources, Inc.
1414 MacArthur Rd., Madison

AGENDA

1. Welcome, Introductions and Purpose
2. Equitable Distribution Report: Under- and Over-Served Counties Discussion
3. Challenges Serving Rural and Urban Areas
4. Collaborations with Job Centers, Marketing and Recruitment Techniques
5. Questions and Public Comment (11:45 a.m.–12 p.m.)
6. Adjourn

The purpose of this meeting is to conduct the governmental business outlined in the above agenda and is administratively attached to the Department of Health Services. If you need an interpreter, alternate formats, or other accommodations to participate, please contact Laura Langer at 608-267-9097 or laura.langer@dhs.wisconsin.gov.

Conference Call: 1-877-820-7831   **Passcode:** 725384

Meeting Invitees: Those noted in **Bold** attended in person or by conference call.

- **Deb Buckley, Curative Connections, Inc, Green Bay (SSA)**
- Jane Budde, Worksmart Network, Madison
- **Dave Chapman, Greater Wisconsin Agency on Aging Resources, Inc., Madison**
- Sue Chapman, National Indian Council on Aging, Inc., Albuquerque, N.M.
- **Julie Enloe, Employment & Training Association, Madison**
- Don Gatewood, Senior Service America, Inc., Silver Spring, MD
- Darice Hannon, Greater Wisconsin Agency on Aging Resources, Inc., Green Bay
- **Laura Langer, Wisconsin Office on Aging, SCSEP Administrator**
- **Harold Luther, Southwest Workforce Development Board, Inc., Janesville**
- **Neal Minogue, Wisconsin Office on Aging**
- Alma Ramirez, Greater Wisconsin Agency on Aging Resources, Inc., Madison
- **Carrie Schnieder, Wisconsin Department of Workforce Development**
- **Michaela Stendahl, Workforce Resources, Inc (SSA)**
- Emma Trevino, SER- Jobs for Progress

Appendix E: National Grantee Comments

Center for Workforce Inclusion,
Curative Connections
Amber Collegnon, SCSEP Director
Our project has undergone significant changes with our long-time Project Director retiring in October of 2021 and a new Director taking over. The pandemic has significantly changed what the current workforce is looking for and we are committed to changing with their needs. SER-Jobs for Progress, Inc.

No comments were submitted.

National Indian Council on Aging

"NICOA has no additional comments at this time. It is really well written and has a lot of great information! Thank you for keeping us in the loop!"

Sue Chapman

NICOA SCSEP Director
National Indian Council on Aging
One Executive Center
8500 Menaul Blvd. NE Suite B-470
Albuquerque, NM 87112

Appendix F: Public Comments

No public comments were submitted.